

A Definitive Guide to Business Skills



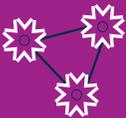
SELF DEVELOPMENT



LEADERSHIP



COLLABORATION



EXTERNAL
RELATIONSHIPS



BUSINESS
MANAGEMENT

ACCELA

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An Accela Book

Accela is an Australian owned company that specialises in high impact sales performance improvement. We're passionate about helping people to be their best and to achieve their sales goals. What differentiates Accela is our commitment to people first and foremost by helping them leverage a treasure trove of resources to easily solve their challenges.

Accela was founded by John Pennington, a sales executive with over 20 years' sales excellence with blue chip Australian and international organisations. For more information about how Accela can boost your sales performance:

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Contents

Self Development	7
Demonstrate Efficiency and Resourcefulness	8
Take Responsibility	9
Make Things Happen	10
Produce Results	11
Be Resilient	12
Display Emotional Intelligence	13
Rapidly Self Develop	14
Maintain a Positive Attitude	15
Set Personal Goals	16
Manage Your Boss	17
Leadership	19
Solve Problems Effectively	20
Make Good Decisions	21
Motivate Others	22
Plan Effectively and Manage Time	23
Handle Confrontational Situations	24
Influence Others	25
Handle Change	26
Display Win-Win Team Approach	27
Delegate Effectively	28
Proactively Mentor	29
Proactively Conduct Appraisals	30
Collaboration	31
Manage Stakeholders	32
Gain Support of Others	33
Communicate Effectively	34

Display Interpersonal Skills	35
Network Effectively	36
Collaborate Effectively	37
Promote the Vision	38
Deliver Effective Feedback	39
Build Personal Brand	40
Align Goals	41
External Relationships	43
Demonstrate Customer Focus	44
Manage Suppliers	45
Deal with Challenging Clients	46
Manage Bids, Tenders, and Proposals	47
Provide Service and Manage Client Relationships	48
Effectively Manage Client Communications	49
Manage Client Projects	50
Influence Relationships	51
Display Adaptability	52
Build Trust	53
Business Management	55
Gain Big Picture Insight	56
Display Business Acumen	57
Demonstrate Innovation and Agility	58
Demonstrate Financial Acumen	59
Think Strategically	60
Drive Process Improvement	61
Manage Change	62
Recruit the Right Talent	63
Identify and Retain Talent	64
Proactively Manage Performance	65

Complete Skill Solutions

At Accela we have been considering the critical skills necessary to propel people forward in a world of accelerating innovation. Our proprietary blend of personal experience, market research and psychometric testing have allowed us to identify 51 key skills common to success globally across multiple industries.

By providing practical applications within each lesson, participants will be able to use what they have learned immediately. This will enable to them to consider the optimal behaviours, responses, and ideas appropriate to any given situation and begin to apply their new skills.

We set participants up for success by grouping each module into a specific Competency Loop. Each module within a Loop is designed to maximise the participant's learning potential through relevant goals. The Competency Loops are:

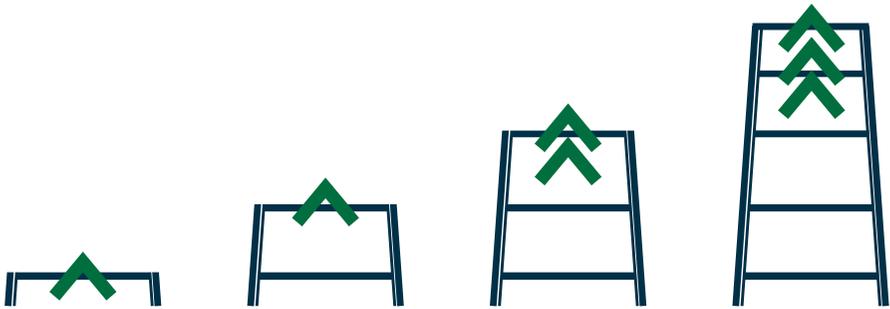
- Self
- Leadership
- Collaboration
- External Relationships
- Business

Any organisation can mix and match whatever skills from whatever Loop to meet their unique requirements. We then build every workshop from the ground up to ensure an optimal and engaging learning experience. Finally, our complete solution approach is so efficient and effective it generally costs 25% less than equivalent training programs.

“The only person you are destined to become is the person you decide to be.”

Ralph Waldo Emerson

SELF DEVELOPMENT



It is no longer enough to be “good enough” - leaders at all levels are expected to strive for greatness. Resilient, responsible, emotionally intelligent managers are valued and needed more than ever in today’s rapidly evolving workplace. Leaders who can demonstrate these skills, along with traditional self-development markers provide the backbone of truly successful organisations.

Demonstrate Efficiency and Resourcefulness

Work smarter, not harder, and find creative solutions using limited resources.

Overview

Learn to use the time available, the resources that are affordable, and the money already allocated to produce the best possible results, even under less-than-ideal circumstances... since unfortunately, no one lives in a perfect world with infinite time and money.

You will learn how to

- Develop effective daily plans
- Maintain focus on highest priorities
- Prioritise tasks for maximum results output
- Complete tasks within deadlines
- Allocate resources within budget
- Apply a proactive approach to complex and challenging tasks
- Manage contingencies via effective communication
- Avoid mental multitasking

This workshop is for

Anyone with a leadership role in their workplace who must accomplish more tasks than they have hours in the day or dollars in the bank

Key benefit for participants

Strategies to improve efficiency and resourcefulness at work

Take Responsibility

Become truly responsible for your team in the process of work, not just accountable for their actions after the fact.

Overview

Learn to see responsibility as a mindset: responsible managers believe that they are not only accountable for their team's performance and the end product, but that they are the person responsible for making things happen in the first place. Instead of simply owning up to their team's mistakes at the end of a project or after feedback, a responsible manager feels the importance of their role in their team's success throughout the lifetime of a project.

You will learn how to

- Understand current responsibilities
- Demonstrate positive behaviour
- Admit to mistakes and errors
- Report on events and outcomes
- Display ownership
- Give and accept feedback

This workshop is for

Anyone in a leadership role who is in charge of larger projects or multiple peoples' work output

Key benefit for participants

The confidence to take charge in productive and responsible ways in the workplace

Make Things Happen

Act quickly, decisively, and deliver desired results.

Overview

When long hours and delayed vacations are not what guarantees job security, managers must find ways to increase their output without increasing their input. Learn to become the managers whose value to the organisation lies in value added, not strong effort.

You will learn how to

- Recognise and avoid procrastination
- Recognise and avoid perfectionism
- Set priorities
- Assess risks and trade-offs
- Access resources and people
- Establish and report on milestones
- Change direction when required

This workshop is for

Anyone in a leadership role who would like to add more value, instead of simply demonstrating loyalty and hard work to their organisation

Key benefit for participants

The skills necessary to accomplish more in the workplace

Produce Results

Why work against the flow when you can work with it? Align your goals with your organisation's objectives.

Overview

Productivity is not the same as busy-ness; true productivity can be energizing to all team members, while busy-ness often leaves people exhausted. Learn to keep the bigger picture in mind while demarcating clear milestones along the way to deliver meaningful results that serve that bigger picture.

You will learn how to

- Set realistic goals
- Demonstrate persistence and resilience
- Document plans and actions well
- Document plans and actions well
- Display energy and drive
- Adopt a flexible approach
- Overcome obstacles
- Encourage others to buy in

This workshop is for

Anyone in a leadership role who wants to energize their team and accomplish real work, without the noise

Key benefit for participants

Apply easy to use methods to create big picture results

Be Resilient

Mental grit in the workplace: what else will get you through the hard days?

Overview

For people who have resilience and grit, their ability to deal with stress resides not in their ability to slog through, but in how they see and respond to the slog. Learn to make it look easy to perform well under pressure and demonstrate a high level of emotional well-being even under adverse circumstances.

You will learn how to

- Maintain optimism
- Personal attainment
- Self-control
- Make helpful choices
- Maintain tenacity and effort
- Build and maintain supporting relationships
- Monitor progress and continually learn

This workshop is for

Anyone in a leadership role who ever faces adversity and must rally the troops

Key benefit for participants

Increased ability to confront and apply effective solutions for dealing with adversity

Display Emotional Intelligence

Reading, writing, arithmetic, and empathy: which one is missing from our workplace educations?

Overview

Don't be the skilled leader who is so out of touch with their own emotions and those of their team members that they inadvertently line their own path with obstacles. Learn to cultivate both inward and outward understanding in order to form healthy working relationships with others and problem-solve more quickly and effectively.

You will learn how to

- Understand the difference between the inward and outward focus of emotional intelligence
- Identify, perceive and recognise emotions in others
- Understand what certain emotions mean and have awareness of the spectrum of emotions
- Develop strategies for using emotions effectively
- Display effective emotional management
- Adapt behaviour to work in different situations
- Use emotional intelligence to communicate effectively

This workshop is for

Anyone in a leadership role who keeps “stepping in it” but can't figure out what “it” is, or how not to “step” in it

Key benefit for participants

Increased confidence when managing emotional situations

Rapidly Self Develop

Dreaming of stability? Embrace your evolving self.

Overview

Many workers don't realize that willingness to learn and develop new skills is part of their jobs, because it rarely shows up in their job descriptions. However, when loyalty and dependability are not enough, the introspective task of becoming a great learner is key. Learn to acquire knowledge and skills more efficiently by deepening your understanding of your personal learning style and the nature of your learning gaps.

You will learn how to

- Understand how learning happens
- Approach chosen skills and subjects thoughtfully
- Make a learning plan
- Identify learning gaps
- Apply the right learning method to the gap
- Review, adjust, and improve the learning plan
- Ask for help and accept feedback

This workshop is for

Anyone in a leadership role who feels like an old dog learning new tricks and needs to stay relevant in a changing environment

Key benefit for participants

Rapid success in applying newly learnt skills

Maintain a Positive Attitude

Be the calm in the eye of the storm.

Overview

Successful people have a mindset that helps them achieve their goals: a positive outlook that lets them meet new challenges with grace and stay on track mentally even when everything around them is derailing. Learn to deal well with adversity with a positive attitude that fosters grit and resilience.

You will learn how to

- Maintain a positive attitude even in the face of adversity
- Understand deal with negative influences
- Strong interaction between attitude and behaviour
- Focus on what can be influenced
- Create a plan to be positive
- Review and maintain a winning attitude
- Avoid backsliding

This workshop is for

Anyone who needs to weather workplace storms with guts and gumption

Key benefit for participants

Plan for and embody positivity even when things are difficult

Set Personal Goals

What do you want to do? How do you want to do it?

Overview

What makes each person feel effective in the workplace and feel happy with themselves is different for everyone. Learn to set personal workplace goals and to recognize when there is dissonance between career goals and goals in other areas of life. Approach goal setting holistically, with a personal vision and clear planned outcome in mind.

You will learn how to

- Create a personal vision
- Link specific goals to personal vision
- Create specific, measurable goals
- Balance work and home goals
- Demonstrate 90-day personal goal planning
- Use effective personal time management techniques
- Review actions regularly

This workshop is for

Anyone who needs to align the different areas of life so that they can meet their potential

Key benefit for participants

Rapidly apply a vision and resulting strategy when setting personal goals that produces results

Manage Your Boss

What does your boss rely on you to do? The answer may be surprising.

Overview

Healthy relationships with managers, even when that manager is a board of directors, are vital to everyone's work lives. Employees have more power than they realize in fostering a good relationship with their manager and creating more upward influence for themselves. Learn to manage your boss in ways that help both of you, without manipulation or subterfuge.

You will learn how to

- Demonstrate understanding and empathy
- Understand "one-up" priorities
- Display proactivity
- Communicate effectively
- Create relevant consequences
- Offer/ask for help
- Provide feedback

This workshop is for

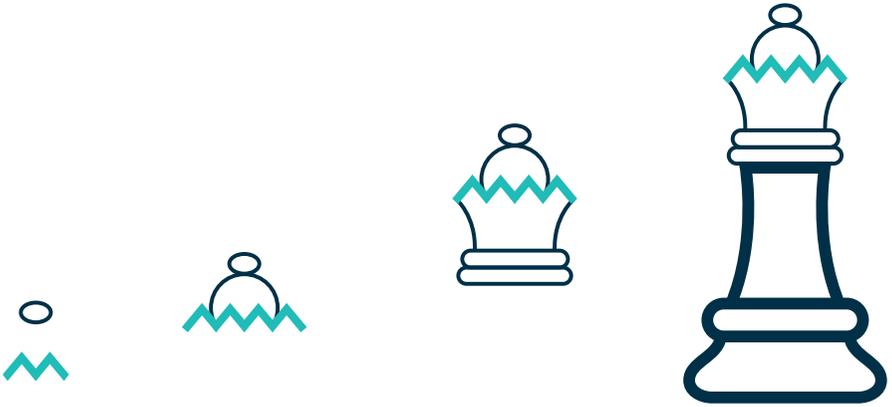
Anyone with a manager. Really.

Key benefit for participants

Implement upward management that is welcome, effective and inclusive

“Leadership is a choice, not a position.”
Steven Covey

LEADERSHIP



The leadership requirements of the modern workplace are evolving rapidly. Now more than ever, values-driven, flexible and engaged leaders are required to help their teams navigate the path to organisational success. And traditional leadership skills haven't gone out of fashion either!

Solve Problems Effectively

This workshop will provide participants with practical tools and strategies to solve both simple and complex workplace problems.

Overview

A large part of leadership is helping the team overcome unexpected eventualities which may initially block the path to a goal. Effective leaders have the ability to rapidly and confidently move through these issues.

You will learn how to

- Develop and apply a problem-solving model
- Determine appropriate problem-solving criteria
- Evaluate potential solutions
- Implement solutions
- Remediate to prevent recurrence

This workshop is for

Leaders, managers and anyone tasked with resolving workplace problems

Key benefit for participants

Develop and implement strategies to solve problems

Make Good Decisions

This workshop will provide participants with practical tools and strategies to assist in making good and timely decisions that benefit their organisation and its people.

Overview

Making good decisions is the key to effective leadership. However the process for decision making is often highly variable from leader to leader. A great leader applies a reliable process to decision making that uses experience, wisdom, analytics and judgement.

You will learn how to

- Define the issue through research, input and debate
- Move towards action
- Apply ethics in the decision-making process
- Apply and communicate the decision
- Evaluate the impact of the decision

This workshop is for

Leaders, managers and anyone tasked with making business-critical decisions

Key benefit for participants

Implement a simple and effective process to arrive at good decisions quickly

Motivate Others

This workshop will provide participants with practical tools and strategies to create an environment that positively impacts team members' engagement, quality of work, productivity and behaviour.

Overview

A leader plays a critical role in encouraging and inspiring motivation in their team members. Team members constantly look to their leader for actions, cues and behaviours which are congruent with the tasks they are asked to perform in the workplace.

You will learn how to

- Understand your own level of motivation
- Identify what motivates team members
- Determine the motivation level of team members
- Make others feel appreciated and valued
- Encourage and act on feedback
- Connect business goals with team member motivation
- Effectively use reward and recognition

This workshop is for

Leaders, managers and anyone tasked with motivating others

Key benefit for participants

Understand motivation to then create and sustain it in others

Plan Effectively and Manage Time

This workshop will provide participants with practical tools and strategies to achieve goals and outcomes on time using available resources to their full potential.

Overview

The digital age means opportunities and challenges present themselves faster than ever before. This can lead to tasks piling up and becoming overwhelming in volume. To achieve success, leaders need to utilise advanced planning and time management skills consistently to smooth out peaks and troughs in workflow and maintain physical and mental wellbeing.

You will learn how to

- Develop effective daily plans
- Prioritise tasks for maximum results
- Maintain focus
- Complete tasks within deadlines
- Allocate resources within budget
- Apply a proactive approach to complex tasks
- Manage contingencies via effective communication

This workshop is for

Leaders, managers and anyone who needs to meet deadlines without overuse of resources

Key benefit for participants

Master strategies to deliver quality outcomes on time and within budget

Handle Confrontational Situations

This workshop will provide participants with practical tools and strategies to understand common sources of conflict and apply strategies to engage and resolve.

Overview

Conflict is a natural part of life that is experienced by everyone at some point. The difference between effective and ineffective leaders often lies in how they approach, manage and resolve conflict.

You will learn how to

- Identify common causes of confrontation
- Understand the impact of constructive and destructive behaviours
- Identify strategies for diffusing
- Reframe words for congruence with objectives
- Use a framework for preparation and discussion
- Create a conflict management plan for specific scenarios

This workshop is for

Leaders, managers and anyone who needs to deal with confrontational situations

Key benefit for participants

Implement a framework to understand and overcome common workplace conflicts

Influence Others

This workshop will provide participants with practical tools and strategies to influence people and situations such that their priorities and objectives are achieved.

Overview

While team members may carry out desired tasks because it's "their job", others are not so easily influenced. Working with peers, superiors and external parties to achieve organisation goals is a key skill for effective leaders.

You will learn how to

- Identify key principles involved in influencing others
- Demonstrate rapport and authenticity
- Successfully apply the key principles of influencing
- Build and maintain relationships with a diverse range of people
- Engage easily with a range of interpersonal and group situations
- Demonstrate an approachable and empathetic nature

This workshop is for

Leaders, managers and anyone who uses influence to achieve their objectives

Key benefit for participants

Implement positive and practical applications of workplace influence

Handle Change

This workshop will provide participants with practical tools and strategies to lead team members through change.

Overview

Responses to change vary among individuals; it may be seen as a positive opportunity or a negative threat to a comfortable existence. Leading team members through the potential uncertainty that change brings is a key skill in the modern business world.

You will learn how to

- Navigate change
- Manage common reactions to change
- Understand the change cycle
- Identify and apply critical skills important to change leadership
- Develop an action plan to adapt to change effectively

This workshop is for

Leaders, managers and anyone who needs to adapt to and guide others through a change process

Key benefit for participants

Navigate people proactively through change

Display Win-Win Team Approach

This workshop will provide participants with practical tools and strategies to achieve team and organisational goals.

Overview

Teams and individuals need to work together on projects, opportunities and other initiatives. Critical to leaders' success is their ability to lead and work effectively with teams to ensure all stakeholders "win".

You will learn how to

- Engage others in a win-win effort
- Recognise potential barriers and apply actions to overcome
- Use key principles to lead and demonstrate strong collaborative skills
- Apply influencing skills where necessary
- Address conflict when it arises
- Create an action plan for a win-win collaborative opportunity

This workshop is for

Leaders, managers and anyone who needs to engage others to deliver a win-win outcome

Key benefit for participants

Collaborate with others for mutual benefit

Delegate Effectively

This workshop will provide participants with practical tools and strategies to “let go” of certain tasks and empower team members to achieve success.

Overview

An effective leader knows when to give up direct control of a task and switch their focus to motivate, enable and help team members to achieve success.

You will learn how to

- Understand what delegation is
- Appreciate the role of delegation in business
- Identify what enables and disables delegation
- Know what and what not to delegate
- Employ effective delegation methodology
- Understand to what degree a task should be delegated
- Monitor progress and guide throughout
- Intervene where required

This workshop is for

Leaders, managers and anyone who needs to delegate certain tasks and authorities

Key benefit for participants

Understand what and how to free up yourself and leverage others

Proactively Mentor

This workshop will provide participants with practical tools and strategies to provide seasoned wisdom, advice and guidance based on leadership experience and higher level organisational support.

Overview

Mentoring can have a profound impact on both the organisation and the mentee when conducted effectively. It has the power to bond the mentee to the organisation and assist them with their won workplace aspirations.

You will learn how to

- The difference between mentoring and coaching
- Use the benefits of mentoring to motivate
- Identify your current level of mentoring capability
- Apply a mentoring process
- Demonstrate effective mentoring skills
- Apply a mentoring discussion structure
- Identify the potential pitfalls of mentoring and use strategies to address

This workshop is for

Leaders, managers and anyone who has the opportunity to mentor others

Key benefit for participants

Apply a powerful mentoring process to create rapid results

Proactively Conduct Appraisals

This workshop will provide participants with practical tools and strategies to conduct an effective, systematic and periodic process that assesses an individual team member's job performance in relation to pre-established criteria.

Overview

Many leaders and team members approach performance appraisals with trepidation. This needn't be the case if an effective and consistent process is applied.

You will learn how to

- Identify what is involved in an appraisal
- Use the key principles of performance management
- Avoid performance appraisal mistakes
- Identify constructive vs destructive criticism
- Set goals
- Apply techniques for managing difficult situations

This workshop is for

Leaders, managers and anyone who is tasked with conducting performance appraisals

Key benefit for participants

Look forward to meaningful appraisals that works for all stakeholders

COLLABORATION



Work lives are now dominated by tools designed to help us collaborate, both in person and from a distance. In an interconnected world, the demand for excellent teamwork, communication, and interpersonal skills only increases over time, but few managers are adequately prepared to deal with these demands. No matter what technology you have at your disposal, collaboration means nothing without the people behind those platforms. Great leaders often begin as great team players, and the best leaders' work makes everyone else look good too.

Manage Stakeholders

Stop herding cats and figure out who wants what when and why.

Overview

A stakeholder is anyone who could potentially be impacted by the team's business activities. Learn stakeholder management to ensure that you are engaging in thoughtful and productive ways with the people involved with a project as part of an overall work process. Doing this well allows managers to keep control of their projects and outcomes by involving the necessary people in a ways that works well for everyone.

You will learn how to

- Understand how stakeholder management is currently undertaken
- Define different levels of engagement appropriate for different stakeholder types
- Identify challenges present in stakeholder management
- Build stakeholder management into a project
- Analyse what may be important to various stakeholders
- Identify and manage conflicting priorities and objectives
- Identify and plan differing levels of communication intensity

This workshop is for

Anyone with a leadership role who must collaborate with others in order to accomplish their goals and meet delivery deadlines

Key benefit for participants

Communication and collaboration strategies for improved stakeholder relationships

Gain Support of Others

Who do you need in your corner?

Overview

Ironically, it is often by specifically doing actions that are not designed to gain the attention and admiration of others that managers are able to create the kind of following and support they need to do their jobs well. Learn to win and maintain support to ensure planning and implementation goes smoothly and roadblocks are minimised.

You will learn how to

- Develop a strong, clear vision
- Explain the “why”
- Building high-quality connections
- Develop relevant knowledge
- Deliver value at every stage
- Plan a strategy to win necessary support
- Ensure messaging is clear and positive
- Allow others to take credit and be rewarded

This workshop is for

Managers who need deep buy-in from others in order to do well in their roles

Key benefit for participants

Improved skills and confidence winning support and buy-in from team members and other stakeholders

Communicate Effectively

Avoid talking at people and start speaking with them.

Overview

All communication should, in theory, be clearly understood by the recipient, and be complete and direct in any requests so that the recipient can act on that information accordingly. In reality, most communication in the workplace rarely lives up to that standard. Learn active listening, communication influencing skills, and how to manage high pressure situations. Sure, being “good with words” helps... but what good are the words if they are addressing the wrong issue?

You will learn how to

- Identify and use the key components of communication
- Display effective listening skills
- Communicate effectively across all media
- Change tenor and tone of message with recipient in mind
- Understand the role communication plays in influencing
- Identify and avoid inappropriate communication styles
- Use communication to defuse challenging situations

This workshop is for

Anyone who has to work with other people and finds those relationships aren't always as easy as hoped, or that they don't always have the right words

Key benefit for participants

Easily solve how to deal with other people, individually or in groups

Display Interpersonal Skills

Think you aren't a "people person?" You probably just never learned the skillset.

Overview

In all cases, despite what many people have been brought up to believe, interpersonal skills, like all skills, can be taught and practiced. Many of the best techniques for developing this skillset come from outside the business world – theatre, behavioural sciences, and psychology have all contributed techniques for managing interpersonal relationships with more aplomb. Learn to develop your "soft" skills and get out of your own way when dealing with people.

You will learn how to

- Display verbal and non-verbal communication proficiency
- Awareness of cultural sensitivities and norms
- Use effective questioning techniques
- Demonstrate social awareness
- Display self-discipline
- Know when to take responsibility
- Listening before acting

This workshop is for

Anyone in a leadership role who feels uncomfortable in social situations, or worries about making others uncomfortable

Key benefit for participants

Perform social adeptness when dealing with people in the workplace

Network Effectively

It's all about who you know, or rather, about who knows you.

Overview

Great networkers build webs of contacts around themselves, connecting them to other people both inside and outside of their organisations and fields. These contacts are not just business cards or email addresses – each one is a meaningful and mutually beneficial relationship, waiting to be deployed. Learn to build a web like this for yourself and use your contacts in ways that benefit everyone involved.

You will learn how to

- Strategically plan networking
- Understand personal style and use it to your advantage
- Build and grow important relationships
- Know when and engage others
- Effectively self-promote without boasting
- Articulate value added
- Demonstrate advanced social networking techniques

This workshop is for

Anyone in a leadership role who wants to make better contacts and use those contacts more effectively

Key benefit for participants

Activate advanced skills for networking and making contacts

Collaborate Effectively

Another meeting? Another opportunity.

Overview

A manager who is an effective collaborator is able to leverage the skills, talents, and resources of the people around them in order to achieve their goals more efficiently, with higher quality, or with greater efficacy. A manager who resists collaborative approaches will often find themselves outpaced in the modern work environment that privileges people who can work together effectively. Learn to leverage the skills, talents and resources of the people around you to achieve greatly increased output.

You will learn how to

- Know what method of collaboration suits each circumstance
- Recognise and overcome roadblocks to effective collaboration
- Understand and navigate the organisational network
- Know who and who not to involve collaboratively
- Use influence to free up resources
- Set guidelines for effective collaboration
- Apply conflict resolution strategies if necessary

This workshop is for

Anyone in a leadership role who wants to turn inevitable moments of workplace collaboration into opportunities instead of roadblocks

Key benefit for participants

Master a collaboration process and improved collaborative outlook

Promote the Vision

You might see the path clearly, but do you have the vision to know where it's headed?

Overview

A manager who can promote both the organisational vision, and articulate how their vision for their team aligns with that organisational vision has the best chance to succeed. Learn to understand organisational vision, promote visionary work, and help team members not only achieve greater productivity but job satisfaction in the process.

You will learn how to

- Understand the vision
- Explain the vision
- Lead by example
- Correct others where appropriate
- Connect vision with strategic goals
- Incorporate vision in long and short term planning
- Understand how day-to-day activities align with vision

This workshop is for

Anyone in a leadership role who wants to add meaning, depth, and direction to their daily work and their team's outlook

Key benefit for participants

Improved use of organisational vision to inform team work and personal goals

Deliver Effective Feedback

Stop avoiding feedback and start giving feedback that helps.

Overview

The goal of feedback should always be to reinforce good behaviour and outcomes and helping someone avoid poor outcomes and problematic behaviour in the future. The net effect of both giving and receiving feedback should always be positive because it allows both the giver and receiver to move forward towards the future on more secure footing. Learn to give feedback consistently, regularly, and informally, in addition to scheduling formal reviews and using them effectively.

You will learn how to

- Establish protocols for regular feedback
- Know what type of feedback is appropriate in what situation
- Understand appropriate environment for messaging
- Display ability to structure feedback appropriately
- Undertake constructive feedback process
- Deal with reactions to feedback
- Ability to deliver 360 degree feedback

This workshop is for

Anyone who avoids giving feedback or finds that their feedback doesn't have the intended effect

Key benefit for participants

Ability to give effective, constructive feedback, even in high pressure or negative situations

Build Personal Brand

Market yourself as you want to be seen, and others will see you that way.

Overview

Personal brand is the image a manager portrays within their work environment, and how they are perceived by collaborators stakeholders in a business context. Creating a strong personal brand can benefit managers in any profession, but especially those whose roles are more forward-facing. Learn how to brand yourself in order to move within the business world with more ease, regardless of the exact requirements of your role.

You will learn how to

- Create personal vision
- Articulate personal brand goals
- Create personal brand actions
- Align personal brand to organisational brand
- Consistently display valued behaviours
- Articulate brand voice
- Manage social media effectively

This workshop is for

Anyone in leadership who wants to control the image they project to the world in a business context

Key benefit for participants

Increased control over personal brand and understanding of how to tweak your image

Align Goals

Work top-down to increase collaboration and decrease unnecessary complication.

Overview

Without clear alignment and goal-setting on a team level, it can be difficult to motivate a team well: either their work doesn't support the organisational vision, or it is not being done in the most efficient way, costing team members time and energy. Learn to set effective, aligned goals to keep team members motivated, improve efficiency in daily tasks, and keep communication on point.

You will learn how to

- Understand organisational vision
- Collaboratively workshop strategic goals
- Create specific, measurable goals
- Deal with multiple inputs
- obtain buy-in
- Understand lateral impacts
- Create downstream actions

This workshop is for

Anyone in leadership whose daily work doesn't seem to match their overall goals, or whose team struggles with motivation issues

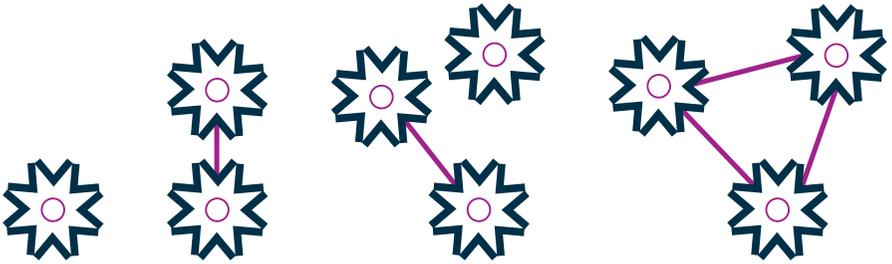
Key benefit for participants

Compose, convey implement a vision when setting goals and working towards them

“Even the Lone Ranger didn’t do it alone.”

Harvey MacKay

EXTERNAL RELATIONSHIPS



Management skill extends beyond the boundaries of the office, and even the organisation – maintaining important relationships with external stakeholders is a key aspect of all management roles. All business is about relationships among people, but those people can take on a variety of forms. Managing relationships with clients is different from managing relationships with suppliers, which is also different from handling collaborations or competition with other businesses. The most important thing for managers to remember when dealing with external relationships is that they are always in a relationship with someone, which means there is somebody else who is also managing that relationship. Both parties have a vested interest in making the relationship work, and work well. Many organisations end up accidentally torpedoing their relationships with outsiders by remaining too focused on themselves or the other party, and not focused enough on maintaining the relationship between the two.

Demonstrate Customer Focus

“The customer is always right” is just the tip of the iceberg.

Overview

Learn to orient business activities with customer experience and outcome at the forefront. Too often, customers, without whom most businesses could not exist, take a backseat to shareholders, business partners, or even the inner workings of the organisational machinery. Learn to prioritise customer experience to maintain organizational health in the long run.

You will learn how to

- Understand strategic importance of customers
- Define who customers are (and aren't)
- Articulate the value added for customers
- Assist customers to navigate the organisation
- Understand the customer need
- Understand and activate dispute resolution process
- Leverage customer loyalty
- Measure customer satisfaction

This workshop is for

Anyone in management who must directly (or indirectly) serve the organisation's customers

Key benefit for participants

Ability to deal successfully with a broad range of customers, needs and situations

Manage Suppliers

Complex relationships require a delicate touch and an eye on long-term goals.

Overview

Organisations that approach supplier relationships from a confrontational perspective risk alienating possible partners in their pursuit of market domination. Learn to approach supplier relationships as being meaningful and mutually beneficial in order to help both your supplier and your organisation improve and ultimately create a better product or service that allows both companies to grow.

You will learn how to

- Identify key suppliers and their role
- View suppliers as more than vendors
- Effectively manage supplier relationships
- Maximise purchase spending
- Construct effective supplier agreements
- Manage supply chain risk

This workshop is for

Anyone in a leadership role who must attend to the organisation's supplier relationships or B2B concerns

Key benefit for participants

Create and enhance meaningful relationships with suppliers

Deal with Challenging Clients

The squeaky wheel gets the oil: but how much? When? And is there a good time to let go?

Overview

Even if a business has followed the 80/20 rule and pruned their client list accordingly, the people who bring the most business may not always be the easiest to work with. Understanding the root of the problem is key, because without knowing what is creating the challenging behaviour, managers can inadvertently end up making the situation worse. Learn to work productively and effectively with clients who are behaving in problematic ways, and identify approaches for dealing with both solvable and unsolvable problems.

You will learn how to

- Separate acceptable from unacceptable client behaviour
- Identify different types of challenging clients
- Defuse conflict situations
- work with deadlines
- Manage expectations
- Maintain emotional state
- Prevent unnecessary challenging situations

This workshop is for

Anyone in a leadership role who must deal with clients or other outside stakeholders served by the organization

Key benefit for participants

Effective strategies to identify, manage, control and diffuse challenging client situations

Manage Bids, Tenders, and Proposals

Writing proposals is like eating your vegetables: these skills will help in other management areas too.

Overview

Creating great bids, tenders, and proposals is really about great communication. The ability to communicate clearly, quickly, and under pressure could not be more valuable. Learn the rules of the proposal game to improve your proposal strategy and become a better written communicator in other areas of your work life.

You will learn how to

- Prepare relevant research
- Adhere to proposal guidelines
- write a compelling tender
- Appropriately address selection criteria
- Provide accurate information
- Source relevant testimonials
- Price for competitiveness and value
- Manage timeframes

This workshop is for

Anyone in a leadership role who writes (or should write) bids, tenders, and proposals

Key benefit for participants

A powerful structure for submitting bids, tenders, and proposals

Provide Service and Manage Client Relationships

Great customer service: a lost art found again.

Overview

It can be tempting to treat clients as a given and avoid improving customer service policies that aren't "that bad." However, great customer service and client relationships are key to developing the long-term value of any business, and to maintaining employee morale. Learn to design strategies that let your team treat clients holistically and individually, rather than viewing every client as an anonymous transactional interaction.

You will learn how to

- Know the client
- Respect clients' time
- Demonstrate open communication
- Provide follow up
- Enact an ongoing service model
- Demonstrate value
- Exceed customer expectations

This workshop is for

Anyone in a leadership role who interacts with clients and customers, or who manages people who do that work

Key benefit for participants

Capability to strategise and implement superior customer service plans

Effectively Manage Client Communications

Constant connection isn't an improvement if the connection isn't meaningful.

Overview

Elegant and effective communication cannot be achieved between clients and businesses with a few emails when a plan goes off the rails. An active communication plan requires forethought, an understanding of the client's expectations, and a multi-level approach, depending on relationship between the organisation and the client. Learn how to cut through the noise to reach clients with information they need to know, and would like to receive.

You will learn how to

- Standardise a communication process
- Set timeframes for updates
- Allow the client to "speak"
- Empower team members to deal with external comms
- Manage key deliverable timeframes
- Proactively follow up

This workshop is for

Anyone in a leadership role whose clients aren't getting all the information they need at the right time, and are responding accordingly

Key benefit for participants

Utilise a proactive and efficient framework for communicating with clients

Manage Client Projects

Everything would be going smoothly if you had more time, people, and money...

Overview

The skills that make someone a good project manager are often remarkably consistent. Project managers are able to keep both the big picture and the details of their projects in mind as they work. They are responsible for delivering projects on time and on budget, while keeping a clear view on both the day-to-day workings of a project, and the end goals. Learn to keep a birds' eye view while managing the daily details with aplomb.

You will learn how to

- Accurately capture project requirements
- Develop project management plan
- Manage project delivery team
- Display risk management disciplines
- Monitor progress
- Communicate with stakeholders
- Work within budgetary constraints

This workshop is for

Project managers and anyone else who feels they have too many balls in the air and not enough arms

Key benefit for participants

Learn substantial tips and traps for effectively managing client projects

Influence Relationships

If you know what everyone wants, relationship management is no longer magic: it's science.

Overview

A great leader has to be able to use influence at a wider level to create the kinds of business opportunities that will benefit not only themselves but the organisation they work for. Often, those opportunities can be best generated through informal influence. Learn the skills necessary to give you more pull both inside of outside the organisation than your position ordinarily allows.

You will learn how to

- Create rapport
- Listen actively
- Use appropriate body language
- Application of consequence management
- Communicate clearly
- Display empathy
- Focus on stakeholder

This workshop is for

Anyone whose career would be served by having more influence in more places

Key benefit for participants

Discover and implement unique strategies to positively influence stakeholders

Display Adaptability

Keep the major goals in mind while staying flexible on the details.

Overview

All organisations must manage a certain degree of uncertainty – a manager who is able to do so confidently will be a valuable asset to any organisation. Adaptable leaders see opportunity where others see only problems, and are not only willing to meet changing needs, they are excited to figure out how to do so. Learn how to learn more effectively and think in new directions, in order to adapt to uncertainty and unexpected developments.

You will learn how to

- Ask relevant questions
- Identify opportunity in changing environments
- Apply solutions-focused thinking
- Understand external environment
- Use all available resources to best advantage
- Build flexibility into planning
- Apply advanced contingency planning

This workshop is for

Anyone in a leadership role – especially if they tend to focus more on the “trees” than the “forest”

Key benefit for participants

Solution-focused strategies for adapting to business changes

Build Trust

If you don't have trust in a business relationship, do you have anything at all?

Overview

Because it is impossible to have full transparency in any business relationship, trust is critically important. Unfortunately, while a contract can help protect both parties in a worst-case scenario, no contract can ensure that trust will be built between them. Learn to create trust with business partners through value-driven action and accountability.

You will learn how to

- Display set of key values
- Behave consistently
- Act with integrity
- Respect confidences
- Deliver on undertakings
- Communicate openly
- Match actions to words

This workshop is for

Anyone who must work with others, especially those outside of their own company, or people who are different from them

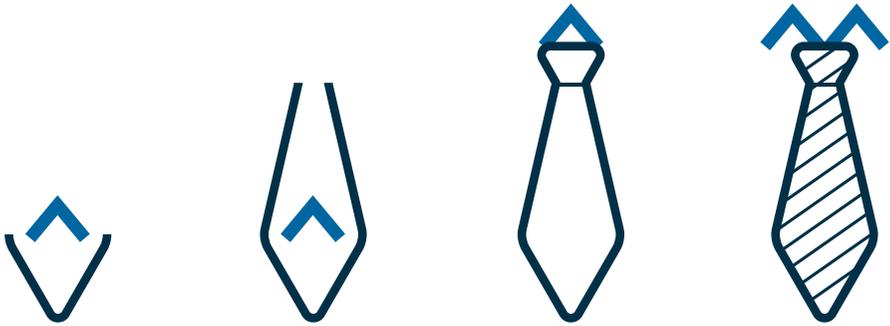
Key benefit for participants

Value-driven action and accountability when building towards mutual trust with business partners

“When I was growing up in the Soviet Union, my father told me if I wanted to learn about business, I had to start looking beyond my horizon.”

Yuri Milner

BUSINESS MANAGEMENT



The requirements of the modern workplace are evolving rapidly. Now more than ever, the ability to identify, adapt and work with the latest business trends is critical to organisational success. And traditional business skills haven't gone out of fashion either!

Gain Big Picture Insight

Keep the big picture in mind in order to work smarter, not harder, while making progress on the day-to-day.

Overview

Learn to work through both personal and structural roadblocks, prioritise and analyse new information, and get a birds-eye overview of the situation to see how each piece connects to the others and the situation as a whole.

You will learn how to

- Identify the type and scope of the information you need
- Use SWOT analysis to quickly diagnose a situation
- Determine if information is valid and credible
- Support business objectives with good information
- Develop new sources of information
- Turn information into strategic action

This workshop is for

Anyone with a leadership role in their workplace who must balance caring both for daily business and big-picture strategy concerns

Key benefit for participants

Develop and implement strategic awareness and thinking

Display Business Acumen

Develop a deeper understanding of the business of business in order to lead more effectively in any field.

Overview

Learn to use a strong framework to link the interests of key stakeholders, the competitive strategies required for success, the people and activities needed to produce and sell products and services. Good business acumen is not just about “rationally assessing” all possible economic outcomes, though this is a major component of the ability. Instead, you will learn to combine people knowledge and skills with excellent skills in financial management and strategy.

You will learn how to

- Make decisions that support business profits
- Deliver results focused on commercial benefits
- Use knowledge of the entire business’ operation to make good decisions
- Conduct competitor analysis effectively
- Align daily work with the strategic aims of the organization

This workshop is for

Anyone in a leadership role who must make business-critical decisions or is involved in the “business” of doing business

Key benefit for participants

Apply the fundamentals of a business operation to your patch

Demonstrate Innovation and Agility

Adapt to changing markets with ease while keeping what's great about your business.

Overview

Businesses should always be searching for innovation opportunities and making micro-level adaptations to respond to the business environment, internal shifts, and changes in technology or industry. Learn to notice, understand, and process these stimuli in ways that help the business grow responsively.

You will learn how to

- Analyze external market trends
- Take stakeholder opinions and needs into account
- Maintain strong networks for advice and support
- Adapt to change quickly
- Encourage collaboration among team members and stakeholders
- Share best practices

This workshop is for

Anyone in a leadership role who must innovate within to a changing environment, or struggles when adaptation is required

Key benefit for participants

Bring outside the box ideas to current operations

Demonstrate Financial Acumen

Mystified by money? Learn to understand the financial side of business to improve leadership in all areas.

Overview

If you feel like financial information is sometimes written in a foreign language, cracking the code could be the key to improving management in business. Learn to speak the language and improve the overall functioning of your business activities with ease.

You will learn how to

- Analyze revenue and cost drivers for your organisation
- Understand trade-offs in volume v. margin
- Read and produce a balance sheet
- Read and produce a profit and loss statement
- Build a solid plan to increase revenue and decrease costs

This workshop is for

Anyone in a leadership role who could benefit from an increased understanding of how money moves through their business

Key benefit for participants

Increased confidence in understanding how money flows through a business

Think Strategically

If you aren't thinking strategically, are you thinking at all?

Overview

Strategic thinking is a lens we can use to think about, assess, and create the future. Learn to think strategically with either the short term or long term in focus, and take all necessary factors into account before making decisions.

You will learn how to

- Develop a business vision
- Define objectives that can be broken down into specific actions
- Create a flexible plan and review process
- Respond to changes strategically
- Test strategies effectively before full implementation
- Remain open and receptive to new ideas

This workshop is for

Anyone in a leadership role who needs to keep both the forest and the trees in mind when making decisions

Key benefit for participants

Learn to create a better future

Drive Process Improvement

Develop a deeper understanding of business processes in order to make great changes that benefit everyone.

Overview

Sometimes it can be difficult just to see the processes we are using, and if we can't see the process, how can we change it? Learn to gain buy-in from leadership and stakeholders to start changing ingrained process that aren't working anymore. Develop the skillset you need to drive process change and improve the daily functioning of your organization.

You will learn how to

- Align process improvement objectives to organisational strategic outcomes
- Use defined process analysis methodology
- Understand process interdependencies
- Obtain input to current process and proposed changes
- Define and communicate process change
- Implement and test new processes

This workshop is for

Anyone in a leadership role whose work is getting stuck in underproductive loops, or who deals more with business processes than they would like

Key benefit for participants

Easily make changes that benefit

Manage Change

Change can be scary. Learn to face the monster with strength and effective management.

Overview

You can't help others deal with change if you can't manage it well yourself. Great leaders make sense of the change quickly and do the work they need to personally adjust to their new reality. Strong change leaders understand that the organisation is counting on their ability to manage change. Learn to treat change management is a group sport and get your team to fully participate in order to ensure a successful outcome.

You will learn how to

- Recognise when change is required
- Recognise signs of stress among people
- Support people through change cycle
- Devise structured change plan
- Create impactful meaningful change without fatigue
- Create communication plan and implement that plan

This workshop is for

Anyone in a leadership role who needs to manage change on behalf of their organization... so, anyone in a leadership position!

Key benefit for participants

Learn to face change and lead people through it

Recruit the Right Talent

A business is only as strong as its people – learn to bring the right people in to make the business right.

Overview

Managers outside of the recruiting department often rely on HR to do all of their recruiting for them. However, it is the manager who ultimately needs to work with the candidates who are hired. Learn to assess recruitment needs and recruit people to fit your goals for the organisation and team's development.

You will learn how to

- Mine traditional and non-traditional recruitment sources
- Understand job requirements and competencies
- Create attractive advertisements, manage applications and screen candidates
- Understand and use selection tests
- Prepare for and conduct successful recruitment interviews

This workshop is for

Anyone who needs to hire others to do great work

Key benefit for participants

Know what is needed and how to get with minimal disruption

Identify and Retain Talent

You've got great people: now, how do you keep them?

Overview

Learn to identify your top performers and keep them on board so that they can continue to make your organisation better. Employees do not stay with an organisation because of perks like free food – they stay because the entire environment supports them in their work and their lives. Instead of writing off employees who choose to leave, or seeing attrition as inevitable, learn how to keep employees by focusing on what makes the job worth having.

You will learn how to

- Define “talent” and “potential” for your organisation
- Create a systemic talent identification process
- Understand make or break moments for high potential team members
- Map career paths to maximise high potential employee engagement
- Conduct high-quality development discussions

This workshop is for

Anyone who manages people and needs to keep those people on board

Key benefit for participants

Plan for and manage attrition and progression

Proactively Manage Performance

Whether performance is great or problematic, learning to manage it in positive ways is a necessity for leaders.

Overview

A great performance management system not only ensures that strategic objectives are achieved, it gives team members a framework for understanding their roles, their performance, and way to ensure their everyday work is aligned with the goals of their jobs and the organisation itself. Learn to manage performance proactively and solve problems before they become intractable.

You will learn how to

- Understand what is considered “good performance”
- Know the key activities that make up an effective performance management process
- Effectively undertake performance planning
- Establish an effective day-to-day performance management routine
- Understand drivers of unsatisfactory performance
- Create strategies to address performance issues
- Conduct effective performance appraisals

This workshop is for

Anyone who manages people and struggles to give effective feedback

Key benefit for participants

Get to the heart of the problem and manage it successfully

The facts are that only:



1 in 2 employees:
Clearly know what is expected of them at work



1 in 4 employees:
Strongly agree that their manager continually helps them clarify priorities



1 in 5 employees:
Strongly agree that their performance is managed in a way that motivates them to do outstanding work



1 in 15 employees: **receive feedback daily, 19% a few times a week and 27% a few times a month¹**

●
Strongly agree that their pay and incentives motivate them to achieve their goals

●
Strongly agree that their performance metrics are within their span of control

¹Re-engineering Performance Management Ben Wigart and Jim Harter evaluated from the Gallop data base, meta-analysis and 100's of interviews.

About Accela

Accela is an Australian owned company, established in 2005, renowned for exceptional sales management and leadership training, coaching and consulting. Accela has assisted many Australian blue chip and international companies to realise their teams' full potential with a comprehensive range of development solutions. To complement their existing methodology, the Hub was created for clients to measure, report, manage and continuously drive faster, easier sales results.

Accela has over 30 accredited trainers and facilitators across Australia and New Zealand, and over 40 accredited local multi-lingual trainers across Singapore, Hong Kong, Shanghai, Tokyo, Bangkok London, Frankfurt, Milan and Paris.



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