

Information Pack



Free Spirit Training & Development Ltd

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Directors**

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WHO WE ARE

Free Spirit Training & Development Ltd

“Empowering People, Empowering Teams”

- **Established in 2000**, we are locally owned & operated working in Dunedin, regionally, nationally & internationally.
- **Our primary emphasis is personal, team & leadership development.**
- **We specialise in personal & professional development** consulting, coaching, training & facilitation for the not for profit, educational & corporate sectors.
- As a team of **highly skilled & motivated** consultants, facilitators, coaches & trainers, we are **passionate about “people”**.
- We focus on enhancing people's lives by **“empowering people, empowering teams”** to unleash their potential to be the best person they can be & want to be in order to achieve their personal & professional goals & aspirations.
- Coming from a strong human resource & management training background, our training utilises (i) Kolb's Experimental Learning Model i.e. **Learning by Doing**, (ii) drawing on the knowledge & experience of those taking part & (iii) where possible & appropriate weaving in the power of the outdoor environment & experiences.
- **Workshops can be run** (i) as open workshops enabling individuals from a variety of organisations & works of life to attend, (ii) as in-house training workshops tailor-made to suit the needs of you, your team & your organisation's mission, values & focus & (iii) as 45 mins to 2.5 hrs “Training Bites”.

PHILOSOPHY

All **Free Spirit – Training & Development** programmes & facilitation emphasise the following to ensure an evocative & effective learning experience for all:

- **Appreciative Inquiry (Ai) approach** - which builds on what is already working & valued. Ai works on the premise that whatever we focus on, we empower, creating more of it. The approach especially encourages & enhances innovation, creativity & the ability to think out of the box.
- **Practical “hands on” approach** based on Kolb's experiential learning theory i.e. “learning by doing”.
- **Strength-based approach** - the focus is on the individual & their strengths & abilities. Strength-based approach helps release the untapped potential of individuals, teams & the whole organisation.
- **Professional facilitation** – ensuring maximum learning is achieved & programme objectives are met.
- **Teachable moment** – identifying the teachable moment to enhance learning potential at both the personal & team level.
- **Transference of learning** - the direct linking of skills learnt to the work/team environment through highly skilled & focused facilitation.
- **Progressive & flexible programme design** – to ensure the natural progressions of learning within personal/team development by remaining open to the groups changing needs.
- **Identifying individual's learning styles** & incorporating these to enhance overall effectiveness of the programme.
- **Promoting participant ownership** of the programme to increase individual commitment & motivation through team & individual full value contracts.
- **Promoting environmental, cultural & ecological awareness.**
- **Positive & effective communication** between facilitators & participants is a clear goal at all times.
- **Building relationships** that support productivity & creativity through recognising & valuing individual strengths & abilities.

Plus all our programmes, workshops & facilitation are ultimately:

FUN, INTERACTIVE, IMPACTFUL & MEMORABLE!

OUR FACILITATORS



Kim Charteris-Wright

Co-Founder & Co-Director, Free Spirit Training & Development Ltd

- Bcom (Hons), University of Otago, majoring in Human Resource Management & Employee Relations, NZ
- Honours dissertation – *“Design of learning events within experiential management training to ensure maximum transference to the workplace”*
- Accredited Selector Professional psychometric facilitator & assessor
- Accredited Belbin's Team Type facilitator & assessor
- Member of Fair Trade Business New Zealand
- Member of HRINZ Human Resource Institute of New Zealand
- Accredited trainer, facilitator & consultant for NZAID
- Past Chairperson, Red Cross Dunedin Branch 2008-2012
- NZOIA – New Zealand Outdoor Instructors Association member
- Accredited *“Appreciative Inquiry”* facilitator – Company of Experts, USA
- Member of NZAPP - New Zealand Association of Positive Psychology
- Member – Otago University Alumni

Relevant work experience:

- Director, facilitator & consultant, Free Spirit Training & Development Ltd
- Facilitator & trainer, New Zealand AID (NZAID)
- Facilitator & trainer, Solomon Island IRD Staff Training Program
- Facilitator & trainer, Samoa In-Country Training Programme (SICTP)
- Training Manager, Polson Higgs Business Advisors
- Senior Consultant, Business Consulting, Polson Higgs Business Advisors
- Audacious Business Competition co-ordinator, Dunedin City Council
- Manager – Training & Development, (mtf) Motor Trade Finance Ltd
- Manager – Human Resources, (mtf) Motor Trade Finance Ltd
- Trainer & facilitator, Machu Picchu National Park, Peru
- Corporate Leadership Development Executive, Outward Bound Singapore



Chris Charteris-Wright

Co-Founder & Co-Director, Free Spirit Training & Development Ltd

- BPhEd, Bachelor of Physical Education, University of Otago, NZ
- DipEd, Diploma of Education - Secondary School, Dunedin College of Education, NZ
- Accredited "Appreciative Inquiry" facilitator – Company of Experts, USA
- Accredited *Selector Professional* psychometric facilitator & assessor
- Accredited Myers Briggs Type Indicator (MBTI) facilitator & assessor
- Member of NZAPT – New Zealand Association for Psychological Type
- NZOIA – New Zealand Outdoor Instructors Association qualified & member
- Member of Fair Trade Business New Zealand
- Member of NZAPP – New Zealand Association of Positive Psychology
- Member of University Alumni
- *Icebreaker* qualified & accredited facilitator & assessor

Relevant work experience:

- Director, facilitator & trainer, Free Spirit Training & Development Ltd
- Teaching fellow & co-ordinator of experiential practical papers, School of Physical Education, University of Otago.
- Facilitator & trainer, Solomon Island IRD Staff Training Program
- Audacious Business Competition co-ordinator, Dunedin City Council
- Trainer & facilitator, Machu Picchu National Park, Peru
- Facilitator & outdoor instructor – Outward Bound New Zealand
- Facilitator & chief outdoor instructor – Outward Bound Singapore
- Head of Science – Tihoi Venture School, St Paul's Collegiate, Hamilton
- Outdoor instructor – Tihoi Venture School, St Paul's Collegiate, Hamilton



Denise Orel-Bartlett

Business Support Manager /HR Consultant, Free Spirit Training & Development

- BSc(Hons), majoring in Sociology, Faculty of Social Science, University of Ljubljana, Slovenia, Europe
- Diploma in Human Resource Management, Otago Polytechnic, NZ
- Certificate in Customer Service Management, Otago Polytechnic, NZ
- Certificate in Small Business Management, Te Wananga-O-Raukawa, NZ
- Certificate in ESOL Home Tutoring, NZ
- Member of HRINZ Human Resource Institute of New Zealand
- Member of NZAPP - New Zealand Association of Positive Psychology
- Member of Otago Property Investors Association (OPIA)
- Member of ESOL Home Tutor Program, English Language Partners Dunedin
- "Appreciative Inquiry" trained - AffirmWorks

Relevant work experience:

- Business Support Manager/HR Consultant, Free Spirit Training & Development Ltd
- Project Logistics & Administration Support, Solomon Islands IRD Staff Training Program
- Training workshop co-ordinator, Free Spirit Training & Development Ltd
- Past network events co-ordinator, Her Business Network Dunedin
- ESOL Home Tutor, English Language Partners
- Office Support, School of Occupational Therapy, Otago Polytechnic
- Office Support, Engineering Department, Otago Polytechnic
- Customer Service Representative, Contact Energy Ltd



Jo-Anne Henderson

Consultant, Free Spirit Training & Development Ltd

- Bachelor of Science (Hons) Occupational Therapy, Derby University, UK
- New Zealand Registered Occupational Therapist (NZROT)
- Certified Wu Tao Dance Instructor (Foundations in Chinese Medicine)

Relevant work experience:

- Consultant & facilitator, Free Spirit Training & Development Ltd
- Energy Management for Vibrant Health facilitator & trainer, Free Spirit Training & Development Ltd
- Wu Tao Dance Teacher (Broad Bay & RASA School of Dance Dunedin)
- Senior Occupational Therapist – Fatigue Management in Neuro rehab (ISIS, Dunedin)
- Senior Acute Occupational Therapist – Respiratory, Renal, Cardiac & Paediatric Care (Dunedin Public Hospital)
- Senior I Occupational Therapist – Community & Housing Adaptations (One Stop Resource Centre, Trafford, UK)
- Senior I Occupational Therapist – Specialist Head Injury Unit (Highbank, Bury, Greater Manchester)
- Senior II Locum Occupational Therapist – Care of the Elderly & Medicine (North Manchester General Hospital)
- Senior II Occupational Therapist - General & Vascular Surgery (Royal Victoria Infirmary, Newcastle Upon Tyne, UK)
- Basic Grade Occupational Therapist – Acute Medical (Royal Victoria Infirmary, Newcastle Upon Tyne, UK)

OUR FOCUS

Free Spirit Training & Development Ltd currently offers individuals, teams & entire organisations an in-depth range of profoundly valuable & powerful personal, team & leadership training & development programmes & opportunities.

All our dynamic, interactive programmes & experiences are designed to empower individuals & teams to realise their true potential & release further enthusiasm, engagement & sense of purpose in both their personal & professional lives.

Our training philosophy is to empower an Appreciative Inquiry approach whereby people, teams & organisations can recognise & develop strengths, opportunities & aspirations to create the desired results.

While each programme, retreat, session or workshop can be delivered as a stand-alone capsule of interaction, they can also be personally designed to the specific needs, philosophy & culture of your organisation, overall industry or market segment.

What works for many of our clients is tailor-made programmes or workshops, these can be designed by selecting specific topic areas from a number of workshops outlined in this information pack i.e. a tailored pick'n'mix concept run as half day, full day or short training bite options.

Let us share with you some of the amazing training & development opportunities we have designed & facilitated with an incredibly diverse & talented array of clients.

“The team at Free Spirit are passionate about empowering your people to realise their potential!”

PROFESSIONAL SERVICES WE OFFER

Strategic planning facilitation & retreats

- Independent facilitation of your organisations' strategic planning session(s) to ensure an even playing field for all & maximum participation & involvement.
- Planning, preparation & facilitation of full offsite strategic retreats for your organisation's management teams, boards, partners & associates.

Conflict facilitation

- Independent facilitation & mediation of individual & team conflict issues in a safe & supportive environment.
- All facilitation uses a proactive & solutions focused approach to ensure a positive workable outcome for all concerned.

Recruitment & selection services

- We can assist you & your organisation in any or all aspects of the recruitment & selection process from woe to go i.e. identifying who you need, interview questions, skills & techniques, an independent interviewer on your interview panel, checking referees, negotiating the job offer.

1:1 personal & professional development coaching/mentoring & supervision

- Through a series of 1:1 sessions looking at individual strengths & development areas, setting action plans to utilise both to increase personal & professional satisfaction & effectiveness.
- Often these sessions commence with Selector Professional &/or Myers Briggs Type Indicator (MBTI) – a psychometric profiling & assessment tool designed to highlight an individual's key strength & development areas from both the individual's preferred & actual perspective.
- The number of sessions depends on the individual & the desired outcomes to be achieved.

Change readiness & change management

- Tailored Change Readiness & Change Management workshops followed by personalised 1:1 coaching for management & staff at all levels within an organisation preparing individuals within their roles to both come to terms with change & to effectively manage others through change.

Career transition & career development

- Personalised 1:1 career transition & career development coaching with individuals whose roles either have been made redundant or are looking for a career change. These 2 coaching programmes are progressive in nature, highly interactive & tailored to both the individual's learning styles, operating style & the rigours of the market place.

Psychometric assessment/profiling

- Predominately used for recruitment & selection, personal, team & leadership coaching & mentoring we specialise in the following psychometric profiling tools: Selector Professional, Myers Briggs Type Indicator (MBTI) & Belbin's Team Type Questionnaire.

Team building/Team development

- Tailor made to your organisations needs and culture, an opportunity to discover strengths & blind spots that can make or break the team's potential.
- Some of the topics that can be explored are communication, relationship building, conflict management, inclusive brainstorming, situational leadership, empathy, strategic planning, cultural awareness, comfort zones, goal setting, personal reflection etc.
- Environments can vary depending on your needs & people. These may include indoor, bush, beach, urban & a mixture of all these.
- Time frames can be from 3 hours to 5 days & combine a mix of environments & learning styles.
- Team building can be preceded by personal development programmes & team analysis to deepen the opportunity of experiencing real situations & coming to real learning. Transferring the learning to the work place in the form of behaviour change & goal setting ensures the process is of value.

TRAINING PROGRAMMES & POSSIBILITIES WE OFFER

1. EFFECTIVE COMMUNICATION SKILLS

Effective communication is an essential skill for personal & organisational success. We are all in the relationship business & communication is the glue that holds relationships together. Interpersonal Communication Skills are vital for relating to others in both the social & work setting. Effective communication is a 'life-skill' upon which sound relationships are established.

COURSE OUTLINE:

- Understanding the key elements of the communication process
- Ways & means by which we commonly communicate
- The benefits of effective communication
- Things that get in the way
- The power of body language – it's impact & usage
- The 5 key dimensions of effective communication
- The 5 key communication skills
 1. Active listening
 2. Questioning
 3. Paraphrasing/summarising
 4. Assertiveness
 5. Feedback
- *Raising delicate issues (Full day option only)*
- *Requesting a change in behaviour (Full day option only)*
- *Giving & receiving feedback (Full day option only)*

DURATION:

Half day option: 3.5 hours

Full day option: 7.5 hours (Includes content italics)

2. CREATING “ZERO TOLERANCE TO WORKPLACE BULLYING”

Bullying can have a major negative impact on employees & an organisation's performance. It is one of the largest Health & Safety issues in workplaces in New Zealand. It can lead to stress related illnesses, poor performance, absenteeism among workers & increased staff turnover.

The following 2 workshops are designed to educate & empower employees, team leaders, supervisors & managers by increasing awareness & providing a positive & proactive step-by step approach to the prevention of workplace bullying & steps to “zero tolerance”.

A MUST FOR ALL HEALTH & SAFETY TRAINING IN YOUR WORKPLACE

Workshop 1:

Employee awareness & response to workplace bullying

COURSE OUTLINE:

- Defining bullying – what it is & what it isn't
- How to distinguish bullying from proper management control & direction
- Signs & symptoms of bullying
- Examples of workplace bullying
- Who are often the bullies & the victims?
- What to do if you feel bullied or witness bullying in your workplace

DURATION:

Half day option: 3.5 hours

Workshop 2: “Zero tolerance to workplace bullying”

Roles & responsibilities for managers & team leaders

COURSE OUTLINE:

- Defining bullying – what it is & what it isn't
- How to distinguish bullying from proper management control & direction
- Examples of workplace bullying
- Who is often involved in bullying
- How to know when bullying exists – signs & symptoms
- An organisation's obligations to prevent bullying under Health & Safety
- How best to deal with bullying within your team & workplace
- How to empower others to deal with bullying
- How to maintain a “bully free” workplace

Regular education & training is essential for the legal protection of you, your employees & your business. It is vital for businesses/organisations to develop a workplace culture that has a zero tolerance to workplace bullying if everyone is to feel safe, motivated & engaged within their work environment.

DURATION

Half day option: 3.5 hours

Please note:

Some clients have chosen to blend the 2 workshops together with both management & staff attending 1 combined workshop. This has also proved to be an incredibly powerful & proactive approach with some staggering results. References from such organisations are available upon request.

3. MANAGING CONFLICT - POSITIVELY & PROACTIVELY

Conflict is not only inevitable in a team environment but a natural & positive element of success for high performing teams. Conflict gives us the opportunity to see things from a different perspective, to challenge ourselves & others to continually learn & improve. It is not the conflict itself that is the issue but the way in which we manage that conflict creates barriers.

This dynamic & interactive workshop redefines the power of conflict & therefore provides participants with opportunities, tools, skills & processes to proactively & constructively deal with conflict & to both manage & benefit from the conflict issue.

COURSE OUTLINE:

- Defining conflict
- The beauty & the beast of conflict - & what it has the power to do....
- Typical sources of conflict
- Typical responses to conflict
- Proactive & constructive responses to conflict
- Mediating conflict
- Raising delicate issues
- Having those courageous & challenging conversations

DURATION:

Half day option: 3.5 hours

4. EFFECTIVE TELEPHONE TECHNIQUES

The key to excellent customer service is understanding & appreciating the needs of the customer & the customer relationship. This focused & interactive workshop captures that exact relationship plus overarching service concepts in relation to both internal staff & external customers. The end result being positive, proactive staff who have the confidence, appreciation & tools to build & maintain professional & productive relationships with customers & staff within your organisation.

COURSE OUTLINE:

- Understanding & appreciating the role of the customer in your organisation
- Defining positive & excellent customer service
- Managing attitudes & feelings to ensure positive & excellent service
- How to professionally present yourself on the telephone
- Tips to ensure you leave a true lasting impression
- How to effectively make or receive calls from internal & external customers
- Communicating effectively with customers & other staff in your organisation
- Responding positively with difficult customers & complaints
- Actively listening & using effective questioning skills to accurately ascertain your customer's needs

DURATION:

Full day option: 7.5 hours

5. CREATING A WORKPLACE CULTURE OF RESPECT

Personalities, attitudes, experiences & belief systems of individuals create the culture of an organisation. This thought provoking & empowering workshop identifies for individuals what that culture looks & feels like along with providing tools & techniques to create & nurture a positive culture within their team, workplace & organisation.

Respect more often than not becomes the cornerstone for all cultures – once that is defined for each individual & the team or organisation as a collective – the results in terms of staff positivity, morale & engagement can be astounding.

COURSE OUTLINE:

- Defining what respect looks like & feels like for each individual
- Understanding respect in terms of cultural diversity within the workplace
- The importance of respect for work colleagues, customers & others
- Understanding your role & responsibilities within the workplace
- Tips for demonstrating respect at work
- Building & maintaining effective relationships within your organisation

DURATION:

Half day option: 3.5 hours

6. PROFESSIONAL PRESENCE

In these challenging & changing times you need to stand out from the crowd. Your professional image will give you a powerful edge over your competition. Research indicates first impressions are made within the first 3 minutes & 67% of first impressions do matter. This interactive & engaging workshop highlights that there is a great deal more to professionalism than an expensive suit. Success in modern business is determined by a combination of confidence, competence, attitude, demeanour & communication. In other words, by our professional presence.

COURSE OUTLINE:

- Defining professionalism in today's challenging & changing times
- Understanding what professionalism means for you & your organisation
- Presenting yourself in a manner that is both true to yourself & valued by others & the organization
- Tips & techniques on leaving a positive lasting impression
- Recognising behaviours that both reflect & undermine your credibility & the credibility of others
- Maximising your professional presence
 - ✓ *Non-verbal presence* - build rapport with colleagues & customers by developing strong non-verbal skills
 - ✓ *Social presence* — project a professional image at conferences & meetings
 - ✓ *Virtual presence* — use communication tools confidently & persuasively i.e. fax, e-mail, text, video conferencing & voice mail to project a winning image

DURATION:

Half day option: 3.5 hours

7. BUILDING & MAINTAINING POSITIVE WORKPLACE RELATIONSHIPS

Having positive working relationships between staff is more than 'nice to have'; it can significantly improve your bottom line! Up to 65% of performance problems result from strained relationships between staff. (Dana, 1990)*.

Building & maintaining positive workplace relationships is vital to creating growth in any organization as well as to your own career success. This workshop provides tips & techniques to build & maintain those working relationships by strengthening interpersonal communication skills, networking to form new relationships, reinforcing existing partnerships, & foster collaboration among leaders, team members, & key business partners.

COURSE OUTLINE:

- Recognising the importance of making a good positive lasting impression
- Respecting other people within your workplace
- Introducing different networking techniques
- Differentiating between strategic & unanticipated networking
- Overcoming the fears, you may have about talking to strangers at a business or social event
- Preparing yourself to communicate effectively
- Building rapport with others comfortably & effectively
- Tips to maintaining positive ongoing workplace relationships
- Tips to creating a positive & supportive work environment
- Tips to building collaborative relationships

DURATION:

Half day option: 3.5 hours

Full day option: 7.5 hours

*Dana, D (1990) Talk it out. Kogan Page Ltd

8. STRESS MANAGEMENT

Stress is a part of everyday life. It motivates & focuses us to achieve our goals. However excessive stress can be both unhealthy & unproductive. This practical interactive workshop focuses on identifying signs of stress & the effects it has on you as an individual, how to proactively & constructively manage this stress through the use of effective stress coping strategies.

COURSE OUTLINE:

- Defining stress in general & for you as an individual
- Typical sources of stress
- Typical responses to stress
- Understanding the impact of stress on both yourself, your work & others around you
- Proactive & constructive stress coping strategies to both reduce & manage stress in our personal & professional lives i.e.
 - ✓ Expanding your circle of influence
 - ✓ Creative visualisation
 - ✓ Diet
 - ✓ Learning to say “no”; negotiating boundaries
 - ✓ Physical exercise
 - ✓ Quietening the mind
 - ✓ Living in the now

DURATION

Half day option:	3.5 hours
Full day option:	7.5 hours

9. TIME MANAGEMENT

Time is our most precious resource & the most profound investment we will ever make. We are all given the same number of hours in a day but how we choose to invest that time is unique to each & every one of us. This practical & thoughtful provoking workshop empowers each of us to value our time as much as we do money – to invest it wisely & make the most of each moment. A toolbox of powerful time management models & techniques are used to assist you in maximising your time to ensure a healthy balanced approach to an enriched personal & professional life.

COURSE OUTLINE:

- Valuing time as a limited resource
- Identifying how we currently use our time in both our personal & working lives
- My various roles & responsibilities – a holistic approach
- The time management matrix
- Identifying our own key time wasters
- Planning & goal setting that works
- Workload planning & prioritising our time
- The art of delegating
- How to say “No” that works for you
- Finetuning our assertiveness

DURATION

Half day option: 3.5 hours

10. INTRODUCTION TO MANAGEMENT & LEADERSHIP

This dynamic & interactive 3-day workshop aims to increase confidence, skills & potential in one's role as an effective team leader. Targeted at emerging leaders & leaders/supervisors of teams within your workplace, this informative workshop builds on participants existing skills, knowledge & experience & heightens this to a new level of confidence & understanding of their role as a team leader.

All participants will have the opportunity during the 3 days to not only learn new skills & tools but to actively apply these skills & tools to their specific work & team environment through role plays, scenarios, peer interviews & self-assessment opportunities. This highly interactive approach ensures maximum learning is transferred back to the work environment.

WORKSHOP OUTLINE:

Day 1: Understanding Management & Leadership

- Characteristics & attributes of an effective leader & manager
- Your role as a leader & manager in your organisation
- Leadership versus management
- Exploring Leadership Styles
- The Power of Situational leadership
- The new age of Leadership in the permanent white water
- Identifying you own key strengths & natural contributions as a leader & team member using **Belbin's Team Type Assessment & Profiling**.

Day 2: The Art of Managing & Inspiring a Team

- Developing a strengths based high performing team
- Exploring the 4 stages of team development
- The importance of TRUST
- Communicating with confidence & purpose
- Finetuning your assertiveness
- Managing performance & setting performance objectives
- Motivating & influencing others
- Training, coaching & mentoring

Day 3: Essential Skills & Attributes of Effective Leadership

- Building professional, positive & productive working relationships
- Having those challenging conversations – raising delicate issues
- Requesting a change in behaviour
- Managing conflict positively & proactively
- Time management & workload planning
- The art of delegation

DURATION:

3 full days: 21 hours
9.00am - 4.30pm each day with 30 mins for lunch
(A light lunch, morning & afternoon teas are provided each day)

11. MOTIVATING & INFLUENCING OTHERS

Motivation is the spark that drives passion, inspires achievement & ignites energy & positivity in both our personal & professional lives. Research suggests high employee motivation is strongly linked to organisational excellence & profitability.

This dynamic & interactive workshop is therefore designed to identify what motivation means for you & what it potentially means to others. Plus how as leaders, mentors, supervisors, coaches, partners & parents we can key into this spark, this drive to ultimately achieve fulfilment, achievement & success for all.

COURSE OUTLINE:

- Defining motivation
- Understanding what motivates you & others
- Keying into culture & values
- Theories of motivation & how you can apply these in your workplace
- The synergy between motivation & leadership
- Empowerment as a tool to motivate & influence
- Tips to creating a motivating & inspiring work environment
- Tips to maintaining morale & motivation in a recession
- Building & maintaining positive relationships in the workplace
- Giving & receiving feedback to motivate, engage & inspire
- Setting goals that motivate
- The art of delegation as tool to motivate & engage

DURATION:

Half day option: 3.5 hours

Full day option: 7.5 hours

12. TEAM BUILDING – TEAM DEVELOPMENT

Fun, interactive & impactful ways to create a new team, develop a growing team, connect a virtual team, reconnect a disconnected team, challenge an existing team & extend &/or reward a high performing team. These half-days to 3 days' team building- team development workshops & retreats are one of the most powerful ways to work with your team. Stepping outside one's comfort zones & the predictability of the average working day, individuals have the opportunity to interact, connect & relate to members of their team & organization in both a neutral setting & on an even playing field, to learn, to grow & to move forward together in leaps & bounds.

Learning is real, consequences defined, trust & support a whole new thing & team synergy at its peak.

COURSE OUTLINE:

- Have fun & build a sense of "team".
- Experience the importance of teamwork, team trust & mutual support.
- Enhance the level of understanding, rapport & team spirit within the team.
- Recognise & value the strengths & abilities of individual members within the team.
- Define & develop team values & team norms.
- Build & develop communication skills within the team.
- Strengthen the decision making & problem solving abilities of the team.

Further specific learning outcomes

- Communication & information sharing
- Building collaborative relationship through a WIN-WIN approach
- Planning & goal setting, Problem solving & decision making
- Leadership styles
- Conflict management
- Performance management – Results management
- Stress management
- Time management
- Giving & receiving feedback
- Personal & team resilience & agility in times of change & challenge

Programme structure

To effectively achieve the objectives outlined we tend to work with the following flow, progressions & teachable moments. Beginning with communication & trust development followed by series of fun, dynamic team challenges that draw upon team initiative & cooperative problem solving activities. This culminates in an ultimate team challenge that requires smaller project groups to race against themselves & each other supported with debrief & learning transfers to the workplace. A selection of indoor & outdoor options are available depending on the needs of the team, the individual's within it & your overall organisational objectives – in this case fun, social, interactive team building, with a sense of healthy competition thrown into the mix.

DURATION:

Half day option:	2 to 4 hours
Full day option:	6 to 8 hours
Retreat option:	1-3 full days residential

13. MANAGING PERFORMANCE EFFECTIVELY

In order to achieve our goals in life & in business, we need to know what we want to achieve, where we are & how we are going to get there. Managing our progress & our performance en route is paramount to ensure we get there. In times of permanent white water, managing performance is ESSENTIAL to stay afloat & ensure your business emerges strong & buoyant. This practical & focused workshop is a life vest in these times, providing an in-depth understanding of performance management, what it has the potential to do for you, your staff & your business.

COURSE OUTLINE:

- Performance management & the Performance Management Cycle
- What does it have the potential to do?
- Benefits of managing performance – Why do it?
- What are your greatest challenges & stumbling blocks?
- How best to define “results” for your business – where are you heading, what does success look like for you & your business or organisation?
- What level of performance do you ultimately want & need as a business, & as a staff to get there?
- How best to measure performance
- Defining key competencies within your organisation

DURATION:

Half day option: 3.5 hours

14. RESULTS FOCUSED PERFORMANCE INTERVIEWS

Being on track, staying on track, achieving milestones & often forging new territory are all great motivators for people in achieving their goals. As leaders & managers we play an integral role in motivating, inspiring & engaging our staff to not only set challenging goals but to stay on course & continually fine-tune their performance. We motivate, inspire & empower our staff to achieve results through ongoing interactive communication & through the **Results Focused Performance Interview**.

To stay focused, passionate & motivated to achieve results in these uncertain times, staff need clear transparent management expectations, jointly set performance goals, commitment & support to achieve these goals & practical, constructive feedback on their performance along the way. All key components of the **Results Focused Performance Interview**.

COURSE OUTLINE:

- Understanding the Performance Management Cycle & the role of the performance interview within it.
- How best to appraise & review performance
- Creating the right atmosphere & developing rapport
- Setting SMART performance objectives with ease
- Effective communication skills to empower change & progress
- Giving & receiving constructive feedback on performance
- Appreciating with praise
- Coping skills, overcoming objections
- Requesting a change in behaviour
- Having those courageous conversations relating to performance
- Dos & Don'ts of performance interviews

DURATION:

Half day option: 3.5 hours

15. RECRUITING THE RIGHT PERSON FOR YOUR BUSINESS

People **are** the most important asset of any business. Ensuring you recruit the right people has never been so critical to your business's overall viability & ongoing success. Smart employers & managers know that finding the right person for the right job means the recruitment & selection process is one of the key success factors in the business & must be watertight.

Getting it right first time is key.

The aim of this interactive workshop is to outline the practicalities of recruiting & selecting the right quality staff with the least disruption to your business or organisation & at the least cost.

COURSE OUTLINE:

- Understanding the recruitment-selection process from woe to go
- Key steps in planning for & making an effective recruitment
- Current trends in the recruitment market Who am I looking for & what do I want them to do? The importance of & how to prepare job descriptions
- Key techniques in preparing person specifications
- Selection criteria – what are my measures?
- Selection approaches & handling applications
- Recruitment tools available
- The most effective recruitment & selection process for your organization
- Attracting the right people
- Relevant legislation, professional & ethical standards & codes of practice
- Developing systematic selection interviewing & decision-making techniques
- Establishing good working practices – to avoid discrimination

DURATION:

Half day option: 3.5 hours

Full day option: 7.5 hours

16. INTERVIEWING SKILLS & TECHNIQUES

This dynamic & interactive workshop will increase your confidence & effectiveness in the interview process through specific interview skills, tools & techniques to ensure you select the RIGHT person for your business.

Being in the driver's seat & knowing how to stay in the driver's seat throughout the interview is a valuable skill for all effective interviewers. Knowing the right questions to ask at the right time to gather the right information is crucial to an effective recruitment outcome. Back this up with thorough reference checking & testing & you & your business will see amazing results.

COURSE OUTLINE:

- The purpose of the interview - why interview?
- Types of interviews
- The role of the interviewer(s) & the interviewee
- Preparing for the interview
- During the interview - effective interviewing techniques
- Exploring the candidate's potential
- Different types of question
- Destructive interviewing techniques – losing good people
- After the interview – assessment –decision time
- Common interview pitfalls & biases
- The power & subtlety of body language
- The art of reference checking

DURATION:

Half day option: 3.5 hours
Full day option: 7.5 hours

17. CROSS CULTURAL COMMUNICATION IN A CHANGING WORLD

As our community grows & becomes more diverse, our workplaces are also changing. Communication between individuals from various cultural backgrounds has become vital to enhancing personal & professional relationships in the workplace. Cultural misunderstandings & misperceptions have a direct impact on staff performance & productivity.

This workshop is designed to meet the needs of a culturally diverse workplace & you will benefit business owners, managers & staff at all levels. The emphasis is on becoming aware of the role our cultural backgrounds play in influencing our values, perceptions, & behaviour, communication differences & developing the necessary skills to ensure clear cross-cultural communication & understanding.

COURSE OUTLINE:

- The value for us all taking the time to “get it right”
- The importance of effective communication for building personal & professional business relationships
- The role our culture plays in influencing our values, perceptions & behaviours
- The impact of cultural barriers & how to break these down “Differences” that create misunderstanding
- Communication skills to build mutual understanding between cultures

DURATION:

Half day option: 4 hours

18. TRAIN THE TRAINER

This full-day workshop is designed for people who have an organisational role with an element of staff training or orientating responsibility. Through a series of progressive interactive techniques & practices, you can become more confident & competent at your role as a trainer.

Experience the fulfilment of creating a positive & motivating learning environment where attitudes, behaviours & abilities can be transformed. Learning is not only easier but more timely, long lasting & profound resulting in time & cost effectiveness for your organisation's bottom line.

COURSE OUTLINE:

- The difference between training, coaching & mentoring
- The key principles of adult learning
- Appreciating how individuals learn best – learning styles & training techniques that work best for each
- Assessing your workplace training needs
- Setting measurable training goals & objectives
- The steps to preparing & delivering an effective training session
- Presentation skills & training aids
- Creating a positive & effective learning experience
- Communication skills for effective learning
- Effectively deal with difficult participant behaviours.
- Effectively evaluating training

DURATION:

Full day option: 7.5 hours

19. EMPLOYMENT AGREEMENTS MADE EASY

As an employer, you have a legal obligation under the Employment Relations Act 2000, the Holidays Act 2003 & their amendments to have signed employment agreements with **all** your staff.

This informative half-day workshop is designed for those at the coalface - employers new in business, new to employing staff &/or new to employment agreements. This step-by-step approach to creating employment agreements & understanding what they need to contain by law, what is advisable to include & what you may choose to include as a result of the business you are in, is written in plain English with the hands-on business owner in mind.

COURSE OUTLINE:

- Understanding your rights & obligations as an employer to employment agreements
- "Acting in good faith" – what this ultimately means for both you & your employees
- What needs to be in all employment agreements i.e. mandatory clauses?
- What's a good idea to have in your employment agreements i.e. recommended clauses?
- Clauses that may be relevant & specific to your business & staff Tools available to make putting employment agreements together easy

DURATION:

Half day option: 3.5 hours

20. EMPLOYMENT LAW IN PLAIN ENGLISH

As an employer, you have a legal obligation under New Zealand employment legislation to not only act in “good faith” but to be aware of & meet your obligations as an employer. This half-day workshop aims to take the jargon out of the language; say it in plain English so it is transparent, useful & non-daunting. This informative workshop is designed for those at the coalface - employers new in business, new to employing staff &/or new to employment law.

COURSE OUTLINE:

- Defining an employee - Who is an employee & who is not?
- Understanding your rights & obligations as an employer to current employment law
- Understanding the objectives of the current employment legislation
- Types of employee status
- Clarifying the disciplinary process including instant dismissals
- Understanding of personal grievances & the process to follow if you find yourself involved in one
- Roles of the mediation service, employment relations authority & employment court

DURATION:

Half day option: 3.5 hours

21. EMPLOYERS TOOLBOX

Would you like to sharpen up your human resources tools within your business but not sure how? This informative half-day workshop will present small business owners with effective employment & human resource tools to help you understand what are the essential things to have in place when having staff on board.

As an employer, you need to be able to tick all you HR boxes to run your business according to latest legislation & ultimately provide security & peace of mind for yourself, your staff & your business.

COURSE OUTLINE:

- Recruiting & selecting the right person for your business
- Effective interview tips & techniques
- The employment agreement
- Designing a job description
- Policies & procedures – what you need your staff to know
- The induction process
- Managing performance effectively to ensure results
- Conducting a performance appraisal or interview
- Understanding the disciplinary process

DURATION:

Half day option: 3.5 hours

22. GIVING & RECEIVING FEEDBACK

Feedback is the cornerstone to almost every communication process. From tracking performance, to managing goals, to motivating, inspiring & engaging our staff, our ability to give & solicit feedback is CRUCIAL. Ongoing feedback allows for a clearer understanding & further development of relationships – both personal & professional. It also provides valuable information for ourselves & our staff to enhance self-awareness, grow & develop within our various roles. Effective feedback is the beginning of continuous improvement for each of us.

This empowering & interactive workshop explores how to confidently & constructively give feedback in an effective manner & how to receive feedback yourself. It provides the tools & skills to effectively give & receive constructive & unambiguous feedback in the workplace in order to motivate, inspire & engage others & to further enhance their performance both personally & professionally.

COURSE OUTLINE:

- Defining feedback – key components of truly effective feedback
- Understanding the impact of feedback – what it has the power to do
- Principles underpinning the effective giving & receiving of feedback
- Common feelings about & obstacles to giving & receiving feedback
- How effective am I at giving & receiving feedback?
- Creating an open supportive feedback environment
- Essential communication skills for effective feedback
- Tips for giving positive feedback effectively & maximizing it's impact
- Effectively giving feedback for improvement
- Giving & receiving feedback with peers, subordinates & superiors
- Fine-tuning our assertiveness
- Requesting a change in behaviour

DURATION:

Half day option: 3.5 hours

23. POWER OF POSITIVE THINKING

Positive thinking is a mental attitude that expects good & favourable results. A positive mind anticipates happiness, joy, health & a successful outcome of every situation & action. Whatever the mind expects, it finds. Become aware of your mind talk & rewire into the positive with a lifetime kit of tools & resources.

Positive thinking is infectious & leads to a 'can do' attitude within an individual, a team & an organisation. The workshop allows individuals' to consider the personal & professional consequences of negative thinking & learn tools & techniques to develop positive practices that can be achieved in the flick of a mental switch.

This invigorating & creative workshop is designed for those who seek further opportunities for personal awareness & growth & are drawn to the flow of positive energy & the potential within.

**"When you change the way you look at things,
the things you look at change."**

COURSE OUTLINE:

- Awareness of our default modes of thinking
- How to identify negative thinking & behaviour habits
- Strategies & tools to rewire the minds negative to the positive default
- Thinking systems for success - planning the positive future
- Visualisation techniques to transform personal & business situations
- Goal setting & action plans to achieve positive outcomes in the workplace &/or your personal lives.

DURATION:

Half day option: 3.5 hours

Full day option: 7.5 hours

24. KEYING INTO YOUR PASSION

This workshop will empower you to connect your passions to your goals, teach you how to utilise your passion to motivate & achieve. It is all about being in the flow, being present & having purpose no matter what the task or situation.

Everyday life places many demands & expectations upon us. To be able to achieve & remain happy & fulfilled while being grounded in the present you need to put time into yourself & reconnect to your passion for life.

This invigorating & creative workshop is designed for those who seek further opportunities for personal awareness & growth & are drawn to the flow of positive energy & the potential within.

COURSE OUTLINE:

- Become aware of what really motivates you. Through a series of exercises & stories discover what may have become buried.
- Clarify your vision & set goals based around having more passion in your life.
- Commit to action plans on how to reach your goals with renewed motivation to achieve.

DURATION:

Half day option:	3.5 hours
Full day option:	7.5 hours

25. PUTTING YOUR BEST FOOT FORWARD

Are you reconsidering your career? Looking for that ideal job? Or has your employment situation changed to the changing economic climate? Whatever your motivation this professional workshop is packed full of valuable tips & techniques, tools & templates to present yourself in the job market with confidence, commitment & ease. Expertly delivered by Human Resource professionals to maximise your potential & opportunity in “Putting your best foot forward” in a changing & competitive market.

COURSE OUTLINE:

- Sharing our experiences in the job market over the years
- Trends in recruitment & selection in today’s changing market
- Creating a Career Map to know where you are heading & to keep you on track
- Getting to know yourself – Use of **Myers Briggs profiling (MBTI)** – an internationally renown psychometric assessment tool designed to identify your key strengths, development areas, operating style & most suited operating/working environment to ensure you put your best foot forward.
- Sourcing job opportunities
- The art of networking
- Tips to presenting yourself in 60 seconds
- Developing your “60 second pitch”
- Putting together a CV that gets you the interview
- The art of successful interviewing
- Making a lasting first impression
- The power of body language
- Types of interview questions – what are they asking?
- The most frequently asked interview questions – what the interviewer is looking for in your response.
- Tips for following up after the interview

DURATION:

Full day option: 8 hours (A light lunch, morning & afternoon teas is provided)

NB: MBTI to be completed online pre workshop

26. LEADING YOURSELF & OTHERS THROUGH CHANGE

Change is the new status-quo, & success at work requires agility, talent & the ability to learn from -- rather than fear – failure.

“We're in an environment that's permanent whitewater. It's not a steady -- it's not a change, steady-state change kind of environment, where you catch your breath between. It's a permanent whitewater.”

Robert Gunther, Author of “Your Job Survival Guide. A Manual for Thriving on Change”

Permanent whitewater is the state of continual change we are currently experiencing which is coming at us in all directions. How to meet these changes & ride them with success are a measure of our personal, team & organisational agility. As managers, leaders, business owners & employers, it is imperative we understand change & how best to lead others through change in order to build our own agility, the agility & responsiveness of our team to change & that of the entire organisation.

COURSE OUTLINE:

- Understanding change & the stages of change
- Understand how we respond to change & where we are in the change cycle
- The age of permanent white water
- Defining agility in times of change
- Building organisational, team & personal agility
- Dealing with ambiguity
- Strategies to move through the stages of change
- Your role as communicator & leader of change
- Adding value to your team's agility by leading others through change
- Navigation tools to reach a destination in line with your organisation's vision.

DURATION:

Full day option: 7.5 hours

27. NAVIGATING THE PERMANENT WHITEWATER

Gain the tools & skills to ride high through life's challenges while manifesting your goals in the present moment. This workshop will help you develop personal awareness & a value based navigation system to arrive at your chosen destination.

Our world is in a state of continuous change. "The Reality"; permanent whitewater is all around us & each rapid is followed by another rapid in this exciting river of life. How do you personally keep your head above water & what tools do you have to navigate through the rocks & hazards? How do you stay focused on the end goal while remaining aware of the present challenges & thrills of the ride? This workshop addresses these questions & provides a wealth of insights, tools & skills for you & your organisation's dry bag to not only be responsive to the permanent whitewater but to thrive in it's turbulent flow.

COURSE OUTLINE:

- Gain personal awareness through **Myers Briggs Type Profile (MBTI)** (Completed pre workshop) focusing on your core strengths & where you are best placed on the raft.
- Gain a sense of personal & shared group values & how these values support & guide you through the rapids.
- Develop an awareness of personal motivation linked to values & goals.
- Learn the process of goal setting & action planning creating direct transference to your personal & professional life.
- Develop your resilience to the challenge of big whitewater & celebrate the journey as an opportunity to grow.

DURATION:

Full day option: 7.5 hours

28. LEADERSHIP THROUGH CHANGE

It is often said, the only constant is change. While change is nothing new, it is fair to say we are now in a state of continual change where change is coming at us in all directions. **The “Reality” – permanent whitewater.** It's the depth, the speed & the turbulence of this whitewater that is both challenging & exciting. As leaders in your business, group or organisation, it is VITAL to not only successfully stay afloat in the whitewater but to excel at riding the peaks & maximising the troughs, to thrive on being agile & responsive to the whitewater & developing this agility in your crew.

**“Ships are safe in harbour,
but that's not what they are built for.”**

William Shedd

This timely & powerful workshop will enhance your understanding & awareness of leadership in these changing times & install confidence & competence at leading others through the “big stuff”.

COURSE OUTLINE:

- The role of a leader – past, present & future
- Appreciating & defining the “permanent whitewater”
- What more do others need from a leader in turbulent times?
- Leadership versus management
- Characteristics & attributes of an effective leader
- Key skills of a truly effective & agile leader
- The 4 key leadership styles
- Situational leadership in times of change
- Understanding our own personal leadership style & preferences
- Understanding our own personal leadership strengths & development areas

DURATION:

Full day option: 7.5 hours

29. BUILDING STRENGTH BASED TEAMS

High performing teams finetune & elevate their effectiveness by working to their maximum combined strengths. Each individual within a strengths based team knows their key strengths, key contributions to the team, what drives them & what doesn't. Tapping into these strengths collectively is CRUCIAL for survival, sanity & success in these fast, dynamic & ever-changing times.

This powerful 1-day workshop invites leaders & their teams to discover individual strengths & explore ways to utilize these strengths effectively in the team for maximum performance results.

COURSE OUTLINE:

- Defining a team
- Understanding the concept "Strength Based Teams"
- Key elements of a high performing strengths based team
- Types of organisational teams in today's changing environment
- Stages of team development
- 9 key roles within high performing strength based teams
- Identifying your role & natural contribution to a team using **Belbin's Team Type Inventory**
- Creating an empowering team environment that identifies & works to each individual's strengths.
- Empowering agility & responsiveness within the team
- Team decision making in changing times
- Managing team conflict

DURATION:

Full day option: 7.5 hours

30. EFFECTIVE MEETINGS

Are meetings a huge part of your average working week? Do they tend to sap your time & energy or fill you with clarity, focus & enthusiasm? In our busy lives meetings play a crucial role in brainstorming ideas, making decisions & keeping people informed. Ensure that valuable time is a sound investment for all by learning how to run effective meetings that get response & results. Learn how to bring a group of people together with agenda, focus & outcome. Discover how to draw out the best ideas & group energy, how to communicate direction & get individuals to commitment to actions.

COURSE OUTLINE:

- What people ideally want from a successful meeting
- Key elements of effective & ineffective meetings
- Planning & preparation - what sits behind the scenes
- Running an effective meeting – the role of the facilitator or chair
- Communication skills for effective meetings
- Creating an inclusive environment
- Getting the best ideas out on the table
- Sticking to the agenda & remaining focused on the objectives
- *Introducing collective problem solving techniques*
- *Introducing decision making methods that aid efficiency & effectiveness*
- *Confidently dealing with difficult members*
- *Effectively dealing with disruptive behaviours within a meeting*
- Taking effective minutes
- Committing to action plans & follow-up

DURATION:

Half day option: 3.5 hours

Full day option: 7.5 hours (Content in italics is part of the full day)

31. HANDLING CUSTOMER COMPLAINTS

Customers are paramount to the success of any business – satisfied customers are our hallmark of success. The challenge & ultimate skill is turning dissatisfied customers into satisfied customers through utilising key communication skills within our Customer Service Toolbox.

This dynamic & interactive workshop is therefore designed to identify, fine-tune & maximise those key communication skills within your own toolbox that are vital in turning dissatisfaction into satisfaction for both the customer & yourself as your organisation's Customer Service Professional.

COURSE OUTLINE:

- Defining Customer Service – what it is & what it isn't
- Understanding the satisfied & dissatisfied customer
- Answering the golden question: *"Is the Customer always right?"*
- Defining a Customer Complaint – what it is & isn't
- Seeing a Customer Complaint as a welcome opportunity
- Customer Complaints – turning dissatisfaction into satisfaction
- The Customer Complaint 3-fold Resolution Process
- Handling customer complaints positively, proactively & constructively using the AWESOME Customer Service Approach
- Exploring *"Challenging Customer Behaviour"* - what is it, what triggers it & what de-escalates it?
- Responding NOT Reacting to *"Challenging Customer Behaviour"* fairly, assertively & confidently.
- Levels of *"Challenging Customer Behaviour"*: Traffic Light Approach
- Understanding personality styles in challenging situations

DURATION:

Full day option: 7.5 hours

32. AWESOME CUSTOMER SERVICE

Customer Service is the vital link to healthy, productive & vibrant organisations. Learning to care, connect & communicate with our customers – both internally & externally enables us to deliver the right RESULTS & SOLUTIONS every time.

This extremely fun, energising & interactive workshop teaches us to become AWESOME Customer Service Professionals through understanding our roles, our strengths, our customers & their needs & what we as an organisation do best.

Be a strong provider of SOLUTIONS to your customers – Connect with your customers like no other – show them you care, listen to their needs, explore options & deliver SOLUTIONS!

COURSE OUTLINE:

- Defining customer service – what does it look like & feel like to each & everyone one of us?
- Understanding the key principles of customer service
- Who are our customers & what are their key needs?
- AWESOME Customer Service – what it looks like & feels like?
- Understanding & developing the customer relationship
- Delivering customer service using the AWESOME Model
- The power of a positive attitude & strong communications skills
- Techniques to enhance service delivery both face to face & on the phone
- Improving customer care & management

DURATION:

Full day option: 7.5 hours

33. SUCCESSFULLY NAVIGATING PERSONAL & PROFESSIONAL CHANGE

We do not always have the opportunity to decide when change will be upon us – sometimes we choose to change & sometimes we find ourselves in the midst of it, unbidden. Why is it that some people seem completely unfazed by change, whilst others appear to be overwhelmed? Some people hide from change & others seek it out on a daily basis. This workshop will help you to identify your own strengths in situations of change, to recognise your resilience, & to clarify how you can actively manage your way through the inevitable changes in your life, whether they are changes you have sought, or change that has just arrived unexpected on your doorstep.

COURSE OUTLINE:

- Understanding the many & varied gifts that previous change in your life has brought you, even when the learning was hard
- Learning how your own strengths & talents support you through times when nothing seems stable
- Learning how to best nurture yourself when your life is changing
- Learn about supporting others when change is occurring
- Understanding the concepts of acceptance & letting go.

DURATION:

Full day option: 7.5 hours

34. ESSENTIALS OF APPRECIATIVE INQUIRY (Ai)

“A process for creating positive futures”

“Organisations & individuals grow in the direction of what they repeatedly ask questions about & focus their attention on.”

David Cooperrider – founder of Appreciative Inquiry

‘Appreciative Inquiry’ is a process for change, which builds on what is already working & valued. Ai works on the premise that whatever we focus on, we empower, creating more of it. Like a search engine – what we look for we will find!

“The Purpose of Appreciative Inquiry is therefore to build on the root causes of Success – not of failure, To build on our Strengths – not our weaknesses.”

This dynamic, proactive approach is highly effective in:

Personal, team & leadership development, strategic planning, change management, organisational development, education & training, supervision, mentoring & coaching, conflict management & performance management/reviews.

‘Appreciative Inquiry’ does not replace other tools but rather offers a different stance that increases the effectiveness of their application. The approach especially encourages & enhances innovation, creativity & the ability to think out of the box.

Being an AI practitioner &/or organisation, **“What We Focus On, We Empower”** can become your greatest tool for present & future personal, team & organisational development & growth.

3-DAY WORKSHOP OVERVIEW:

Day 1: Understanding & experiencing Appreciative Inquiry (Ai)

- The origins of Ai
- Rethinking our approach to organizational change
- How Ai works – theory & process
- The 5 generic processes of Ai
- The 5 core principles of Ai

Day 2: Practicing & facilitating Appreciative Inquiry (Ai)

- Asking questions that matter
- Communication skills & styles that align to Ai effectiveness
- Being an Ai practitioner in your community, team &/or organization
- Shifting your way of being & seeing to an appreciative approach
- Choosing the positive as a focus of inquiry in your organisation

Day 3: Aligning (Ai) to your clients, team's & organizations needs

- Ai principles in practice
- Applying Ai in your personal, community &/or organizational setting

DURATION:

3 Full days workshop: 7.5 hours each day

35. ENERGY MANAGEMENT FOR VIBRANT HEALTH

This half day workshop focuses on how to manage your energy in a high expectation life style, while remaining in the driver's seat. A must for those people who want to maintain the balance in their personal & professional life.

Most people experience an element of fatigue at some point in their lives. It is important that we listen & respond to our energy levels & signs of energy fatigue so that the cycle can be broken. The experience of energy fatigue can be different for each person & in our busy lives we can forget to listen to what our bodies are communicating to us. As a result, energy fatigue can begin to affect many areas of our lives, including work. Strategies implemented outside of work will also affect energy levels at work & what is implemented at work will also affect energy levels outside of work. This is an empowering workshop that encourages us to take responsibility for creating our own health & wellbeing to ensure we have the energy to enjoy our personal & professional life.

COURSE OUTLINE

- Exploring energy management & vibrant health
- Physical, cognitive, emotional & behavioural aspects of energy
- Exploring what drains our energy & what boosts it?
- Tools & strategies to identify signs of fatigue
- Identify your own signs & triggers of energy fatigue
- Occupational self-analysis of how we use our energy
- Appreciative inquiry; remembering what energises you
- Tools & techniques for increasing energy levels & on the spot energy boosters that can be used at home & at work
- Finding your personal balance
- Identifying changes that can be made at home/work

DURATION:

Half day option: 3.5 hours

36. CONVERSATIONS THAT MATTER

Conflict, difference & diversity are not only inevitable but are natural & positive elements of success for high performing teams. Conflict & diversity give us the opportunity to see things from a different perspective, to challenge ourselves & others to continually learn & improve. This dynamic & interactive workshop aims to provide the opportunities, tools, skills & processes to proactively & constructively have those courageous conversations where we positively & constructively express our thoughts, views & perspectives & are open & inviting of others.

COURSE OUTLINE

- Further understanding conflict & difference
- Principles of conflict management & courageous conversations
- Identifying our own personal handbrakes to conflict & having those courageous conversations
- Understanding different communication styles & the potential impact these have when having courageous conversations.
- Understanding our own communication style & the impact it may have on our own ability to effectively have that tough conversation.
- **Practical Communication Tools** for those courageous conversations
- The art of responding NOT reacting to conflict & difference
- **“Face it & Fix it” Approach** to positively & proactively addressing conflict & having those courageous conversations
- Understanding Conflict Resolution Styles - Thomas-Kilmann Model
- Building collaborative WIN-WIN solutions

DURATION:

Full day option: 7.5 hours

37. PRESENTATION SKILLS

This highly experiential workshop is designed to improve participants' ability to communicate, create & connect with their audience through effective stimulating & impactful presentations. It will provide tools & techniques enabling participants to grow in confidence & ability in designing & delivering powerful presentations to their specific audience.

A strong focus is to assist participants in planning, organising & delivering effective presentations through a deeper understanding of presentation tools & techniques & working to their own strengths as presenters & subject matter experts. This workshop is highly interactive with strong emphasis on participant participation – practicing skills, delivering presentations, along with giving & receiving feedback to their peers on the course.

WORKSHOP OUTLINE:

- What is a presentation & what is it designed to do?
- Understanding presentations skills & what makes a great presentation.
- Designing effective & engaging presentations
- Delivering powerful presentations based on your audience, learning goals, environment & message/topic being delivered
- Using visual aids & tools to create a strong message.
- Learning different tools to add diversity & interest to engage an audience
- Arranging the room for the impact you are seeking
- Using notes (or not) & what are the alternatives
- Knowing your material
- Communication tools & skills for engaging presentations
- Using your voice to engage & influence
- The power of body language
- Using questions skillfully
- Presentation wins & common mistakes
- Calming your nerves
- Wrapping it all up – the final impactful message

DURATION:

1-3 Full day option: 7.5 hours

38. CONDUCTING ON THE JOB TRAINING

Connect & engage with staff in your workplace through the design & delivery of empowering & impactful on the job training sessions. Appreciate how as individuals we learn best. Tap into the key principles of adult learning to ensure your on the job training sessions are tailored to the individual, are relevant & informative, practical & effective. Learn how to give positive & corrective feedback to ensure continuous on the job learning & implementation.

WORKSHOP OUTLINE:

- The principles of adult learning
- Barriers to on the job training
- How people learn best – exploring learning styles
- On the job training methods
- The art of demonstration
- Non-formal on the job training
- Writing training objectives & evaluating performance
- Steps in preparing an on the job training session
- Coaching using the GROW Coaching Model
- Providing feedback

DURATION:

1-3 Full day option: 7.5 hours each day

39. NEGOTIATION SKILLS

Every day we are involved in negotiations on one form or another. In this Negotiation skills workshop you will learn the essential skills of the effective negotiator. This workshop is designed to build confidence, strength & ability in using a approach to negotiations that can help to ensure a positive outcome for both parties through the setting of wise agreements.

WORKSHOP OUTLINE:

- Define what negotiation is
- Understanding the fundamentals of effective negotiation
- Conducting principled negotiations that result in wise agreements
- Incorporating a process approach into your negotiation skill set
- Formulating communication strategies based on various situations
- Developing a confident negotiating style to deal with tough tactics
- Achieving win-win outcomes in negotiations
- Apply concepts of negotiation to real-world scenarios

DURATION:

Full day option: 7.5 hours a day

OUR CLIENTS

Within New Zealand

- OceanaGold
- Motor Trade Finance - MTF
- Silver Fern Farms
- Miller Creative
- Fulton Hogan
- MARS NZ
- Firebrand Web Solutions
- ACC
- WellSouth
- DCC – Dunedin City Council
- Waimate District Council
- CRT Society Ltd
- Air New Zealand
- NZ Police
- Mercy Hospital
- Naylor Love
- Calder Stewart
- Dunedin Conference Management Service
- Otago Southland Health Board
- Otago Polytechnic
- Aoraki Polytechnic
- Shand Thomson Accountants
- Dunedin Print
- Forsyth Barr
- Webb Farry Lawyers
- PowerTALK International
- City College
- NZ Van Lines
- Westaff
- Technology Holdings
- Gen-i

- Enabling
- Bartercard
- IBIS Technology Ltd
- Finzsoft Solutions Ltd
- Anglican Family Care
- Presbyterian Support Otago
- CCS Disability Action
- Victim Support
- ACE Network Otago
- Dunedin Community Care Trust
- MARC – Mosgiel Abilities Resource Centre
- Dunedin Multi Ethnic Council
- Mt Cargill Trust
- Malcam Charitable Trust
- Cadbury Confectionery Ltd
- TEC – Tertiary Education Commission
- Meridian Energy Ltd
- Kodak
- Contact Energy
- NZAID
- People & Projects
- Polson Higgs Business Advisors
- Deloitte
- NZ Post
- Otago Venison
- ChemDry Dunedin
- Right Management Consultants
- Otago Chamber of Commerce, Enterprise Training
- Chiefs
- Otago Rugby Union
- Otago Spirit Woman's team
- Otago/Southland NZIPP
- Outward Bound NZ
- New Zealand Red Cross
- New Zealand Search & Rescue

- New Zealand Snowboarding Team
- Tauarua Natural Ingredients Ltd
- Research & Enterprise, University of Otago
- Human Resource Department, University of Otago
- School of Physical Education, University of Otago
- International Department, University of Otago
- Management Department, Commerce Faculty, University of Otago
- International Department, University of Otago
- Otago MBA Programme, University of Otago
- Centre of Innovation, University of Otago
- Recreation Services, University of Otago
- Disability Services, University of Otago
- Pacific Island Student Research, University of Otago
- Greene Hanson Management Consultants, Wellington
- C2Consulting, Wellington
- GPITO
- Richard Joseph & Associates
- REAP (Rural Education Adult Programme)
- Department of Corrections – Psychological Services
- South Link Health
- Pharmacy Symposium
- Telecom NZ Ltd
- Housing NZ Ltd
- Opal Consulting Ltd
- Commodore Motels
- Tourist Court Motels
- Southern Honda
- Southern Motor Court
- Keith Garry Motors Ltd, Hamilton
- Tihoi Venture School, Hamilton
- Pet Planet
- Mitchell's Tavern
- Forbury Park Trotting Club
- Why Not Hair & Body?
- Subway Franchises

International

- Solomon Islands Inland Revenue Division, Solomon Islands
- National Bank Samoa, Samoa
- Chamber of Commerce, Samoa
- Public Service Commission (PSC), Samoa
- Ah Liki, Samoa
- Office of the Attorney General (AGO), Samoa
- Samoa Tourism Authority (STA), Samoa
- BlueSky Communication, Samoa
- Samoa Commercial Bank, Samoa
- Ministry of the Prime Minister & Cabinet (MPMC), Samoa
- Ministry of Commerce, Industry & Labour (MCIL), Samoa
- Ministry of Foreign Affairs & Trade (MFAT), Samoa
- National Provident Fund (NFP), Samoa
- Law Society, Samoa
- Company of Experts, USA
- Forte Strategic Business Consulting, USA
- XRAY Construction, USA
- Outward Bound Singapore
- Outward Bound Costa Rica
- Machu Picchu National Park, Peru
- Pantiacolla Tours, Cusco, Peru
- Melia Hotel, Cancun, Mexico
- Ministry of Education, Singapore
- Civil Defence, Singapore
- VSO, Volunteer Services Overseas, Singapore
- Singapore Airlines, Singapore
- Motorola, Singapore
- Ministry of Education, Cambodia
- WL Gore Ltd, Singapore
- Singapore Port Authority, Singapore
- Bankers Trust, Singapore
- Price Waterhouse, Singapore

WHAT OUR CLIENTS SAY ABOUT US...

"Free Spirit worked with the team at Artemis for a day's coaching in team communications and understanding communication styles. As we are a fast-growing small company, effective communications throughout the organisation is imperative for positive growth. Free Spirit did an outstanding job of facilitating a fun, interactive and productive day that gave us valuable tools and methods to use going forward. We have since implemented many of the suggestions and staff report that the investment and understandings of fellow team members have added value to their workplace. Thank you Chris, Kim & the team at Free Spirit."

Rebecca Flintoff, General Manager, Artemis

"Chris, thanks for creating such a great learning opportunity. This would have to be the most successful course I have been on to learn about myself, thank you. A bonus to me was the team spirit that was generated."

Keith Turner, Chief Executive, Meridian Energy

"Operating remotely on a daily basis, this was a valuable team experience which has subsequently improved our team culture and made us more effective and cohesive unit in our market place. From a staff management perspective, it was also very insightful. I would have no hesitation in recommending the very professional services of Free Spirit Training & Development for personal and team development programmes."

Brent Dunshea, General Manager - Sales, mtf (Motor Trade Finance)

"The Dunedin Community Care Trust initially choose Free Spirit because they were a local training provider and the information we found on their website was suitable to our needs and had various training options available. The team of trainers seemed well qualified and the testimonials provided by other organisations were great.

The result was that the Trust continued to use Free Spirit for a variety of training that was scheduled for the year. The team at Free Spirit has been a pleasure to work with, and are all very professional. The feedback we received from staff was excellent and proved the value of the training we had invested in. The Trust has employed Free Spirit in several levels of training, with both smaller and larger team always with great results.

Free Spirit is different because they take the time to get to know the organisation and ensure the training is pitched at the level required. As team they work excellently together and take the time to get to know the team of people that they are working with. They make sure everyone is involved in the training without putting any pressure on anyone who may be having difficulties. It has been a pleasure to work with them and we look forward to future training with Free Spirit. “

Jan Walter, Operational Manager, Dunedin Community Care Trust

“Free Spirit Training & Development has real strength in engaging people, mixing theory with practice, getting very real and practical in the learning. Kim & Chris are both very people people who are able to get to the issues rapidly and build real rapport, which in turn creates learning and growth. Quite creative too – doesn’t role out the same old stuff – creates very new and challenging learning opportunities for people. Probably due to their extensive experience in Outdoor Management Training.

Both Kim and Chris are very flexible. My requests were often last minute, required very quick turnaround with limited brief and they did very well in trying circumstances! They have both shown a real confidence in leading on the day, making changes in facilitation to suit the audience and the learning which takes a lot of courage and talent in my view.

As subcontractors to me, Kim & Chris have delivered fantastic programmes for our clients – very positive feedback received every time. I jointly ran some programmes with Kim and found her to be very highly skilled. She received very high ratings from NZ Post leaders and we have been asked to increase her involvement supporting our southern sites.”

Sue Tucker, Chief of Operations, NZ Post

“From a personal perspective the personal & leadership team development weekend was extremely beneficial. Being taken out of ones comfort zone with your peers was not something I had ever experienced. I found strengths within me that I hadn’t realised existed and I also became aware of how others saw my strengths. I was able to identify what others were good at that I could utilise within my role - enabling the areas I manage to move forward with the support and knowledge needed. Both Kim and Chris are amazing facilitators who knew when to push me & when to give me opportunity to reflect which has undoubtedly been to both mine and the companies benefit.”

Rebecca Jermyn, Manager – Customer Services, mff (Motor Trade Finance)

"When we had to form a team for the most important project our Auckland team had ever undertaken we turned to Free Spirit to help us pull a group of very strong personalities together into a team with a single focus. Before we gathered for the workshop, Chris warned us to expect the unexpected, he could not have been closer to the truth, we all gained a greater understanding of each other, found out first-hand how we each react under pressure and gained a better understanding of how important diversity is to a successful team."

Phil Brosnan, Auckland Regional Manager, Naylor Love

"Thank you so much for your two days training - they were absolutely AWESOME! And very much appreciated by our staff and management. Excellent feedback for such a wide range of staff. You are both very talented people and certainly have a gift."

Claire Whitten, Administration Manager, GoreHealth

*"I am writing to say a big thank you to you for sharing your fantastic presentation on **"Understanding our different communication styles"**. I personally gained a lot of new insight and really enjoyed your relaxed presentation style. You demonstrated an in depth understanding, passion for and knowledge of the subject."*

Angela Dewhirst, Co-convenor, 2013 NZATS Conference

"Our team member came back from the training very excited about the things she had learnt. She was very impressed with all the resources you provided and showed me with enthusiasm some of the learnings she gained. She very much appreciated the Certificate you provided as well.

She really enjoyed the facilitator and the methods used and it was really nice to see her come back so energized and positive. Please do pass onto the facilitator Jo Henderson, how very much she enjoyed the day and her methods of facilitation."

Manager, Volunteering Otago