



Powerful Leader Workshop

Overview

The Awesome Journey Powerful Leader Workshop is designed to disrupt the way people listen to and deal with complaints. This workshop will inspire Leaders at all levels by equipping them with the must-have awareness and skills to effectively boost and sustain client relationships in any situation. This three-day workshop will enhance the participants ability to relate to their clients in ways that take them beyond common client agreements. The program is based on a transformative methodology combined with the practical application of communication development and skills for relationship-based situations.

Course Structure

Day One – Four Pillars of Being a Powerful Leader - 8 hours

In this module the participants will explore creating a future by coordinating action with others through the Four Pillars of Being Powerful Leader:

- Awareness
- Trust
- Commitment
- Authenticity

Day Two – Generative Communication - 8 hours

In this module the participants will learn how to drive the success of the organization by designing intentional conversations with all members of the team through:

- Genuine Listening
- Conversations for Transformation
- Moving from Breakdown to Breakthrough
- Asking Empowering Questions
- Speech Acts
- Clear agreements
- Real Time Quality Feedback
- Mastering the Art of Influence

Day Three Morning – Conflict Resolution - 4 hours

In this module the participants will role-play how to manage and resolve conflict in positive ways that create action and develop trust using the learnings from 'The Four Pillars of Being' and 'Generative Communication'.

Day Three Afternoon – Client Experience - 4 hours

In this module the participants will explore the following areas to create a client experience strategy:

- Create a clear client experience vision
- Understand who your clients are
- Create an emotional connection with your clients
- Request client feedback in real time and make changes in service based on the feedback
- Measure the return on investment from delivery and exceptional client experience



Program Objectives

- Understand the fundamentals of behaviour by first understanding yourself, identifying trigger points, misconceptions of what is being communicated and how fight or flight responses lead to conflict.
- Identify how breakdowns in communication work and where conflict comes from, helping you to hear what is being communicated so you can move any situation into a productive and immediate resolution.

Benefits

Leaders will:

- Leave with new levels of self awareness.
- Develop more confidence and courage.
- Be able to analyze any situation without getting triggered.
- Understand what makes your client tick and how they view the business.
- Change how you see breakdowns and increase your ability to move past complaints.
- Learn to plan and design intentional conversations.
- Learn to move any conversation from breakdown to breakthrough.
- Create an Action Plan to move your client relationships to the next level.

Included

- High quality training from an industry expert.
- Live organizational case studies and exercises for optimal application.
- Face-to-face, onsite training at your location.
- Hard copy of the course material.
- Certificate of completion.
- A follow-up report to provide an assessment on the team and on an individual basis as to the learning progress made throughout the course.

Investment

Duration	Three days (8 instructional hours per day for a total of 24 hours)								
Fee quoted on a per person basis, plus GST and course materials	<table> <tr> <td>6 participants = \$1000 per day</td> <td>10 participants = \$600</td> </tr> <tr> <td>7 participants = \$857 per day</td> <td>11 participants = \$545</td> </tr> <tr> <td>8 participants = \$750 per day</td> <td>12 participants = \$500</td> </tr> <tr> <td>9 participants = \$667 per day</td> <td></td> </tr> </table> <p>\$250 per participant per day for each additional participant over 12</p>	6 participants = \$1000 per day	10 participants = \$600	7 participants = \$857 per day	11 participants = \$545	8 participants = \$750 per day	12 participants = \$500	9 participants = \$667 per day	
6 participants = \$1000 per day	10 participants = \$600								
7 participants = \$857 per day	11 participants = \$545								
8 participants = \$750 per day	12 participants = \$500								
9 participants = \$667 per day									
Attendees & Minimums	Minimum 6 participants with a minimum of \$6000 per day charge + GST and course materials								