At Leadership Worldwide our programs are tailored to suit your specific needs and to address the ‘gaps’ identified by our various organisational assessments. However, to give you a better idea of the type of content covered in our leadership programs, please find below an example of a recently delivered program for a major national accounting firm. Also see the leadership competencies used to build various programs.

Sample Program (delivered to a major national accounting firm)

THE MOMENTUM LEADERSHIP PROGRAM

**Aims/content**
To deliver a programme focussing on the key leadership skills and attributes identified in the recent client Values and Behaviour Assessment.

We believe that this is as much a Personal Development programme as a Leadership programme. This is because ultimately an organisation can only provide exceptional leadership if it is staffed by people with exceptional attitudes, beliefs and understanding of themselves and others.

Program content includes the following key leadership areas and skill-sets …

- Personal mastery
- Communication
- Leadership vs. Management
- Emotional Intelligence
- Relationship management
- Delegation
- Team development
- Presentation
- Consulting (client acquisition, retention and loyalty)
- Counselling
- Appraisal
- Problem solving
- Listening skills
- Giving and receiving feedback
- Understanding individual motivation

The methodology will involve active participation. Participants will take away an experience, not just content.

**Presenter Information**
The programme will be conducted by Darryl Blake. Darryl has a long professional association with leading accounting firms. He has delivered leadership training over the past 10 years to such firms as PWC, HLB, BDO, Coopers, Grant Thornton, Hanrick Curran etc. He has also developed numerous programmes for National CPA conferences and the Australian Chartered Accountants Training Group. Read more about Darryl Blake.
Programme Logistics
The programme is modular in nature, and as such can be delivered in a variety of formats depending on client needs, specific learning outcomes and logistical challenges.

Investment
Pricing for professional services is calculated on a daily fixed fee (or part there-of) plus travel costs. Delivery fees include consulting, design and programme preparation. The fee rate for Darryl's services is $4500 per day. Check current fees

Method
Our training methods use a variety of presentation, workshop and experiential educational formats that are proven to be stimulating and effective. They are interactive and provide a dynamic, conducive and enjoyable environment for adult learning to take place.

I HEAR..........I FORGET
I SEE.............I REMEMBER
I DO................I UNDERSTAND

A series of small activities encourages participation and keeps the programme interesting and involving. All participation is rewarded in an atmosphere of acceptance and with respect for peoples’ experience and background.

Educational formats that will be used are....

• Problem Solving and Team Initiative Tasks
• Experiential Learning Activities
• Group Brainstorming
• Neuro Linguistic Programming
• Participative Workshops
• Action and Accelerated Learning Techniques

Format
The format will primarily consist of workshops, exercises and debrief sessions. Some outdoor processes will also be utilised including both low level and high level challenge activities (ropes courses, abseiling etc.) and other experiential problem solving exercises.
Module 1 - Introduction to the Programme

Objective
To set the framework for the entire programme, addressing issues such as purpose, process and pay-offs.

Content
Welcome and introductions
How we learn best
What gets in the way of the learning process
Whole brain learning
Understanding Leadership and the challenge ahead
A leadership Framework – reconciling theory and practice

Module 2 - Working on Self

Objective
This module is designed to help participants examine themselves, their behaviours and their attitudes. Participants understand why they are as they are, and are given the tools to change those things that do not help them to be the best that they can possibly be. This module is an essential building block, as it provides the mechanism for change whilst removing any impediments that could hold one back from implementing upcoming modules.

Content
Introduction to Self Image psychology
How our mind works
Making changes - to how we see self, others and our interactions
Putting our unconscious mind to work
Utilising our whole brain for success
Being the person we want to be - on purpose
Leadership as a set of habits

Module 3 - Working with others

Objective
Leaders must understand how others communicate, take in information, process and make decisions, and orient themselves to their world. By learning to allow for natural differences in style and personalities, we can use the appropriate style to achieve results with others. Leaders also become more aware of their own ‘bias’ when dealing with others.

Content
How to improve your impact on those around you.
Recognise the basic personality styles - how they communicate and make decisions.
Gain a better understanding of yourself and the people around you.
Build better teams.
Improve communication skills.
Reduce stress and conflict.
Understand how personalities can affect the business process.
Module 4 - Leadership vs Management

Objective
This module explores the difference between management and leadership, and the behaviours required to be successful in both capacities.

Content
Taking a whole brain approach – Managing from the left and leading from the right
Recognising your leadership style
Left brain skills and strategies for managers
Right brain skills and strategies for leaders
Balancing styles
Communication systems for leaders

Module 5 - Building Effective Teams

Objective
Leaders must be able to engage both the hearts and minds of team members, and at the same time build co-operation between all members of their teams. This module explores the keys to building high performing teams, and how to overcome some of the obstacles that can get in the way.

Content
Three keys to Co-operation
Four stages of Team Development
Creating an environment for Effective Teams
Task vs Relationship for Teams
G.R.I.P. - Four ingredients for Effective Teamwork
Dealing with conflict effectively
From teamwork to synergy
Creating ‘rules of the game’ for your team

Module 6 - The Outdoor Challenge

Objective
Putting Team and Leadership theory to the test is what this module is all about. In this range of outdoor activities participants gain a powerful insight into how support, encouragement, and a common purpose can lead to excitement and success for the team and its members. Individuals will experience the power of support in achieving personal goals, and many will push themselves beyond apparent limitations. This session can reawaken the desire to achieve, to grow, to succeed - where the joy of challenge is reason enough to push beyond what previously was.
This session shows that the application of ‘soft skills’ leads to hard results.

Content
Low ropes, high ropes, outdoor problem solving activities etc. followed by debrief.
Module 4 - Individual Differences and Motivation

Objective
People always have a reason for what they do. Understanding what drives behaviour is an essential prerequisite for in turn eliciting desirable outcomes from team members. This module explores how to manage the individual differences and motivational drivers of those within the teams we lead.

Content
Understanding Human Motivation
How to change peoples Behaviour - producing desirable results
Two keys to Motivation
Goal Driven Behaviour
Developing a Systematic Approach to Motivating others
A case study in motivation – changing the behaviours of an individual within your team!

Module 8 - Consulting (Client acquisition, retention & loyalty)

Objective
The skills involved in gaining and maintaining clients are not generally taught in most professions. This module is an opportunity to fast track the approaches that work for accounting professionals.

Content
Building Successful Client Relationships
Understanding what clients Really Want
Task vs Relationship
Left and Right Brain approaches to winning Client Loyalty
Managing the Moments of Truth with your clients
Turning Clients into Advocates
Strategies to take away…’c9

Module 9 - Delegation

Objective
Working effectively through others is essential to our success as managers and leaders. If you still have a nagging doubt that the only way to be sure of getting a job done right is to do it yourself, then this is the session for you!

Content
Keys to effective delegation
Overcoming barriers to delegation
Benefits of effective delegation
Identifying what can be delegated
Pitfalls to avoid when delegating
Empowerment - the difference between delegating and ‘dumping'
Module 10 - Negotiation

Objective
Effective negotiation is an essential tool when dealing with colleagues, team members and clients. This module explores an approach that moves oneself toward a desired outcome and preserves the relationship.

Content
- Counter-intuitive approaches ... going against what we would normally do
- How to make a compelling presentation of your case
- The negotiation cycle
- Personality differences in Negotiation
- Three keys to Negotiation Frameworks
- Flexibility in Negotiation
- Preparing the Environment
- Negotiation and a Win-Win approach
- Understanding the Range of negotiation ... before you negotiate
- Negotiating from their model of the world
- 50 Negotiation tactics

Module 11 - Presentation Skills

Objective
In a modern corporate environment we are often called upon to present to others. This may take the form of addressing meetings through to speaking in front of large gatherings of peers or clients. This programme is designed to assist in the development of presentation and public speaking skills for those who need to stand up in front of a group confidently and present in an interesting and involving fashion.

Content
- Using whole brain presentations
- Keeping people interested
- The art of the story teller
- Structure that works
- Projection
- Increasing your vocal variation
- Making impromptu easy
- Using emotion
- Resourceful states
Module 10 - Lateral thinking & Problem Solving

Objective
This module explores some of the benefits and techniques of lateral thinking and problem solving. These can be used for the development of successful solutions to everyday business and team problems.

Content
Understanding the difference between lateral and vertical thinking
The advantages of lateral thinking
Using lateral thinking by choice
Lateral thinking tools from De Bono – ‘Provocation’ and ‘Concept Fans’
Generating multiple solutions for problems
The Six Thinking Hats for problem solving meetings