

## MOBILE TEAM CHALLENGE

## Modular Leadership Pathway Development



Leading for Success!

## **Mobile Team Challenge Ltd**

Unleash the Potential of Your People www.mtceurope.co.uk



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Bringing together highly engaging, award winning, experiential activities with traditional and modern, breakthrough thinking leadership theories and models, our accelerated learning modules engage leaders at all levels and equips them with CPD accredited professional development leadership techniques.

Experiential learning and development techniques harnessed with Appreciative Inquiry review and application of learning outcomes concepts, have a proven track record of assuring the highest possible level of knowledge retention than traditional methods with the highest levels of delegate engagement. As one of our clients once said about our Workshops... "Serious Learning...but GREAT Fun!"

Leveraging leadership theories and experiential applications, **MTC's Modular Leadership Development Programmes** have become the preferred option for the RAF, Army, Navy, 200+ Local Authorities, 24 NHS Foundation Trusts and over 250 Corporate organisations.

From First Line Supervisors through to Middle, Senior and Executive Leadership roles, delegates will use the Award Winning MTC kit to explore outcome based activities focussed on developing winning behaviours and attitudes at all levels within your organisation.

Today's managers have a challenging role as they are asked to build high performance teams, deliver on KPI expectations, create and deliver Team and Organisational 'breakthrough thinking strategies', optimise performances and LEAN processes, implement transformational cultural change programmes ...and....do their "day" job!

MTC's Modular Leadership Development journey leads our delegates through all of these challenges on their way to becoming the ultimate **Emotionally Intelligent** Leader.

Our "Leading for Success!" Modular Development Workshops are structured as follows:

**Phase I:** This workshop mirrors the content of ILM Leadership and Management Level 3 and is designed for First Line Supervisors, Team Leaders, Recently appointed Leaders / Managers or aspiring Managers. It is also perfect for delegates who have a Leadership Role within the Organisation (e.g. Project Leader) but who are not necessarily Managers of the people whom they are leading.



**Phase II:** This workshop mirrors ILM Leadership and Management Levels 4 and 5 and is designed as further development for Leaders who have attended the Phase I Course or for Leaders who have been in a Leadership role for some time, and therefore have more experience than a newly appointed leader, but who have had no formal training for the role.



**Phase III:** This workshop is entitled "*The Emotionally Intelligent Leader*" and it is designed for Leaders of every level (content is tailored for First, Middle, Senior or Executive level of Manager) which covers the development and application of Emotional Intelligence into the Leaders' daily practices.

This course also includes a personalised 20 page E.I. Profile Report accredited by the British Psychological Society.

This workshop is designed to develop a Leader's Inter and Intra Personal skill and to increase the awareness of both and to identify which of the 6 E.I. Leadership Styles is the most dominant in their profile.

The E.I. Profile report can also be used as a Coaching / Mentoring Development Tool to identify strengths and areas for development which can be covered either in plenary, if there is a generic area for development within the Group, or in a 1-to-1 Mentoring situation.



This workshop is also available as a Team Workshop – i.e. all members the Team, Department, Executive Board etc. participate in the on-line E.I. Profile and agree to share their E.I. profiles in the workshop in order to create an "*Emotionally Intelligent High Performing Team"*.

The cost of these 2 day courses, for up to 12 delegates, is £1,650.00 + VAT per Module and this includes all preparation, trainers' expenses and materials. An additional cost of £30 + VAT per delegate is required to produce the personalised Emotional Intelligence Profile Report. All modules are CPD Accredited with 16 Learning Hours / points awarded per module.

I look forward to discussing these proposals with you in greater detail; if, in the meantime you require any further information, please do not hesitate to contact me.

#### Yours sincerely,

#### Barry

Mobile Team Challenge Ltd Email:barrybailey@mtceurope.co.uk Telephone: +44 (0) 844 745 2120



## Mobile Team Challenge: "Leading for Success": Phase I - 2 Day Workshop

#### Learning Outcomes: Delegates will:-

- Consider the impact of Managing and / or Leading Teams
- Complete a Personal Leadership Style Profiling in order to identify their "natural" leadership style and to identify how to apply the correct style of leadership to any given situation. (Situational Leadership)
- Develop an understanding of Personal Leadership Styles Profiling
- > Increase their **Self Awareness** and **Confidence** in their **Leadership Style**
- Develop their personal Emotional Intelligence on their journey towards Emotionally Intelligent Leaders.
- ➤ Gain a deep insight into **personality types** and the dynamic impact that diverse personalities have within a Team.
- Learn how to achieve "Buy-In" in from their Team
- Explore; "Leadership, Followership and Conflictors!"
- Consider the 3 roles of an Inspirational Leader: Assessing the achievement against KPI's, Coaching the under performers AND the high performers to maximise their contributions and becoming the Conscience of the Team so that Team develops total commitment to the key Tasks.
- Learn how to identify (potential) leaders, followers and potential or existing Conflictors and **how to motivate the Team** to buy-in to the vision.
- Learn the importance of developing a **flexible leadership style** and know when to use each style.
- Learn and Consider 3 Leadership models: Adairs' Active Leadership, Blanchard's Situational Leadership and Tuckmans Leadership Model.
- Learn and apply **Adair's 6 Core principles of leadership** into their daily tasks
- Learn how to create highly effective and functional teams (Lencioni)
- Learn the 4 progressive stages of **Team dynamics** and development
- > Discover how to Build High Performance Teams
- ➤ How to turn Conflict into Collaboration Managing Conflict in Teams
- Explore "The 5 Dys-Functions of a Team" Creating a Functional Team
- The 4 theories of Motivation ...and ... how to choose the correct one!
- > Learn how to **create buy-in of shared visions** thus creating a motivated Team.
- Learn how to assess their own teams for functionality (Lencioni's 5 Dysfunctions of a Team) and will practice 5 skills to develop functional and high performance teams.
- Learn to use the same **Leadership and Team Working Principles** which we have previously delivered to the **Red Arrows**
- > Learn the necessary skills to create a high performance team
- Participate in Experiential Activities in Team Building

Workshops usually run from 9:30 - 16:30 with 12 delegates per workshop



#### "Leading for Success" - Phase I: Workshop Agenda

"The 7 Habits of Highly Effective Leaders"

#### Habit One – "Be Proactive!"

- Building the Team
- > The 5 Dysfunctions of a Team How to create High Performance Teams
- Understanding Team Dynamics
- > There's Leadership, Followership and there's... **CONFLICT!**
- Assessing the functionality of our Team
- Creating Winning Behaviours and Attitudes
- > Team work lessons from the Geese
- Experiential Activity: Trust Me / Spiders Web

#### Habit Two – "Begin with the end in mind"

- How to Create "buy-in" so that our teams all pull together
- Increasing the level of Accountability in our Team
- Collaborative Working across Teams and Organisations
- > Experiential Activity: Shared Visions and Buy-In

#### Habit Three – "Put First things First"

- Creating optimised efficiency through prioritisation
- ➤ The "important and urgent" analysis of what we do with our Time
- ➤ How can we do MORE in the same amount of time?
- Where do most successful leaders spend their time?

#### Habit Four – "Think Win-Win"

- Overcoming the Fear of Conflict on our Team
- > The ABC of Managing Behaviours
- Embracing Conflict in the Team
- Conflict Resolution and Management within Teams
- > Experiential Activity: Levitation Challenge

#### Habit Five – "Seek First to Understand – then be Understood"

- Identifying your dominant Leadership Style
- Professional Communications NLP, Transactional Analysis, Empathic Listening
- Recognising different Personality Styles
- Leadership Models: Action Centred Leadership / Situational Leadership / The Emotionally Intelligent Leader
- Experiential Activity: Teeter Totter Bridge











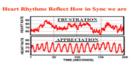


#### Habit Six – "Synergise"

- Increasing our awareness of Personality Types: Myers Briggs
- Motivating and Energising Techniques
- > The Roles People Play in Team Belbin
- Drucker: "Management is Doing things Right Leadership is Doing the right things
- > Experiential Activity: Big Foot and Matrix Walk

#### Habit Seven- "Sharpen the Saw"

- Maintaining Peak Performance
- Recognising and applying the "Stress Busters"
- Overcoming Frustration and Conflict emotionally
- Experiential Activity: Personal Bio-Rhythm
   Profiling with HeartMath Software as used by
   the Ryder Cup team





N.B. This workshop will include several "Challenge by Choice" Experiential activities to practice and demonstrate Leadership Skills and will earn each delegate 16 CPD Learning Credits





#### "Leading for Success": Phase II – 2 Days Workshop Agenda

#### Learning Outcomes: Delegates will:-

- Re-Cap of Phase I "Leading for Success" Concepts and Update
- Increase their understanding of The Emotionally Intelligent Leader: applying emotional intelligence
- ➤ Understand the **roles people play in** teams Belbin Profiling
- Learn The 4 theories of Motivation how to choose the correct one to motivate your team
- Practice Blanchard and Hershey's Situational Leadership Principles
- Learn how to Create a Culture where Innovation Thrives the 3 behaviours
- > Explore the 7 Steps of Change Management
- > Learn how to avoid the 9 Biggest Mistakes of Change Programmes
- Develop their Problem Solving and Decision Making Skills
- Learn how to maintain peak **Performance under Pressure:** Stress Resilience
- Learn Performance Management and understanding Lean /Six Sigma Principles of Leadership
- Practice Professional Communications: applying Transactional Analysis and Neuro-Linguistic Programming Techniques
- Practice Empathic Listening Techniques
- Lean the GROW Coaching and Mentoring Skills: Delegates will learn professional coaching and mentoring techniques
- Learn their Myers Briggs Type Indicator Delegates will receive a full 15 page Myers Briggs Personality Type Profile
- ➤ Learn Conflict Resolution and Conflict Management Techniques, enabling them to turn **Conflict into Collaboration**: and will learn their personal Conflict Style

N.B. This workshop will include several "Challenge by Choice" Experiential activities to practice and demonstrate Leadership Skills and will earn each delegate 16 CPD Learning Credits





#### "Leading for Success": Phase III - The Emotionally Intelligent Leader

#### Learning Outcomes: Delegates will:-

- ➤ Complete an on-line **Emotional Intelligence Profile** prior to attending the workshop and will receive a 15-20 page personal report.
- Analyse their Self Awareness and Self-Management Scores
- Develop a greater understanding of all "self" behaviours leading to increased professional skills.
- Develop a greater understanding of all Intra and Inter Personal Relationships and people "types".
- Create a personal development plan for all 8 E.I. behaviours against their profile
- Practice Emotionally Intelligent Leadership Skills
- Develop "Other Awareness" Understanding the impact that OUR style has on our Colleagues, Partners and our Clients Experience.
- > Develop their "Self-Management" and E.I. Behaviours
- Explore how to make their personality, their Departments and their Organisation "stand out from the Crowd" by practising their E.I. behaviours daily
- Develop their "Relationship Management"
- > Learn how to create group synergy and motivation
- Demonstrate how to display inspirational and motivational "Winning Behaviours and Attitudes" to our Colleagues and fellow Staff members
- Discover how to apply the ABC of Behaviour Management using E.I. techniques
- > Explore the **powers of Influence** that E.I. can offer
- ➤ Learn how to select and apply **The 6 Leadership Styles of the Emotionally Intelligent Leade**r identifying our Style complementing Situational Leadership Concepts



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Emotionally Intelligent Leadership follows the fundamental underpinning of the situational leadership theory that there is no single "best" style of leadership. Effective leadership is task-relevant, and the most successful leaders are those who adapt their leadership style to the maturity of the individual or group they are attempting to lead or influence.

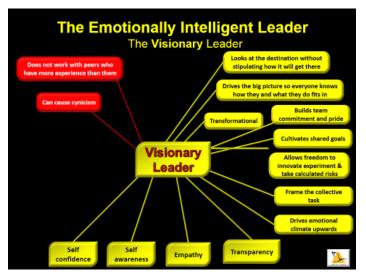
Effective leadership varies, not only with the person or group that is being influenced, but it also depends on the task, job or function that needs to be accomplished. (Blanchard Hersey – Situational Leadership).

Daniel Goleman, Richard Boyatzis and Annie McKee, in *Primal Leadership*, describe six styles of leading that have different effects on the emotions of the target followers.

Each Style has a distinct effect on the working atmosphere of a company, division, or team.

#### The six styles are:

- 1. Visionary Leaders mobilise people toward a vision
- 2. **Coaching Leaders** develop people for the future
- 3. **Affiliative Leaders** create emotional bonds and harmony
- 4. **Democratic Leaders** build consensus through participation
- 5. **Pacesetting Leaders** expect excellence and self-direction
- 6. **Commanding Leaders** demand immediate compliance



This workshop will help Leaders and Managers to determine their Emotional Intelligence Leaders Style from the 6 styles.

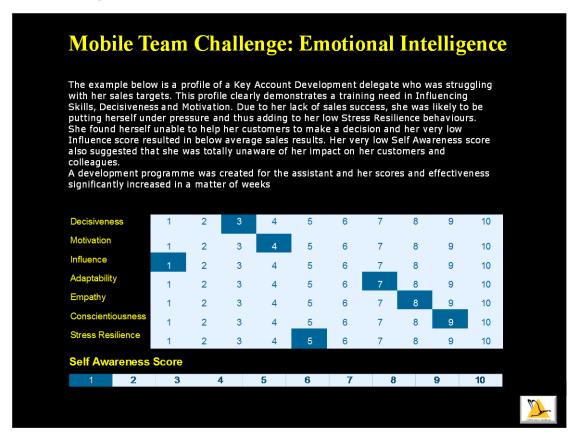


## A Personal Emotional Intelligence Profiling as accredited by the British Psychological Society will be received by all delegates.

The E.I. Profiling is completed by each delegate via a 20 minute on-line assessment and the summary of the report is shown below.

Each of the E.I. Behaviours are measured on a scale of 1-10 and this profiling method creates and excellent Training Needs Analysis for each individual. In the following example

#### Score Summary - SAMPLE



As demonstrated by the summary above, this profile clearly shows the area that this Key Account Development person needs to be developed. The behaviours of **Decisiveness** and **Motivation** are low whilst the score of "1" for **Influencing** skills highlights a critical need for this delegate. A Business Development person with low influencing skills is destined to struggle to win clients. **Adaptability, Empathy** and **Conscientiousness** are also in need of development.

This profile provides us with a perfect tool to measure where they are "at" currently and enables us to create a personal development plan which focuses on the specific areas where the individual needs to improve.





All of the above Emotional Intelligence Behaviours can be measured and, where

necessary, developed within this Workshop.

N.B. This workshop will include several "Challenge by Choice" Experiential activities to practice and demonstrate Leadership Skills and will earn each delegate 16 CPD Learning Credits





#### Why Experiential Learning?

#### Psychologists tell us that:

- We will remember only 10% of what we hear ...and forget 90&
- We will remember 20% of what we see...and forget 80%
- We will remember 90% of what we experience



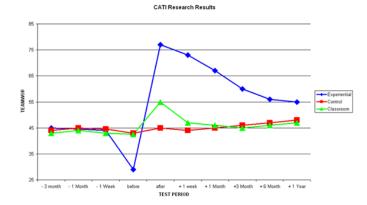
search data taken from www.tarrak.com

#### **Scientific Research**

All research was performed by Dr. Simon Priest PhD 25 Year Experiential Education Expert. Publisher of over 12 books on the subject and on the Board of Advisors for PLAYTIME Inc

This chart shows that Classroom training provides a small increase in teamwork that evaporates within a week.

Experiential Training provided a remarkable 77% boost in the Team Development Index that continues to have residual effects up to 1 year, without follow up.



It is important to recognise that for new initiatives to be truly successful then the delivery mechanism needs to cater for different learning styles and activities and interventions.

All trainer led workshops will be designed to enable participants to learn through 'doing'. The outcome for any workshop will be to provide participants with the confidence, ability and desire to implement their new skills, thinking and or strategies as soon as they return to the workplace. In this way, 'change' will become behavioural and lasting, and learning will be transferred from the classroom to the work environment.

Experiential Learning is particularly useful for developing Leadership and Management skills with Team Leaders and Managers who require these skills for their day job – but have progressed from a Technical or Manual position within the Company. The practical activities assigned allow them to practice their newly found Leadership skills in an environment where they can still utilise their manual skills,



#### Measurable Benefits from Experiential Learning

- ✓ Leadership and Followership
- ✓ Increased Emotional Intelligence
- ✓ Shared Vision and Breakthrough Thinking
- ✓ Planning Prioritisation Techniques
- ✓ Strategic Planning Methodology
- ✓ Project Planning and Tracking Tools & Charts
- ✓ SMART Objectives
- ✓ Mission Statements and Vision Statements
- ✓ Goals, Objectives, Strategies, tactics
- √ Team Dynamics Planning
- ✓ Change Team Dynamics Planning
- ✓ Increased Team Working and Camaraderie
- ✓ Optimised Lean /Six Sigma Thinking Culture
- ✓ Visionary and Creative Thinking
- ✓ Relationship Building
- ✓ Management of Diversities
- ✓ Team Creativity
- ✓ Increased Problem Solving Skills
- ✓ Enhanced Trust of each other
- ✓ Increased Personal Confidence
- ✓ The Art of Delegation and Empowerment
- ✓ Team Excellence and Team Spirit
- ✓ Effective Communication
- ✓ Rapport Building
- ✓ Personal Leadership
- ✓ Project Management
- ✓ Mutual Understanding
- ✓ Outstanding Motivation
- √ High Performance Teams
- ✓ Maximised Team Member Support
- ✓ FUN!





#### Who is Mobile Team Challenge?

Mobile Team Challenge is the creator and manufacturer of a totally unique, portable and patented accelerated and experiential learning solution. We either deliver learning and development workshops in-house utilising our own MTC kit...or we Train you Trainers to use your own MTC kit by further empowering the relevant members of your internal Training, Development and HR teams so that they can deliver more positive, effective and enjoyable interventions on a consistent and on-going basis.



Mobile Team Challenge (MTC) is emerging as a world leader in the provision and supply of transformational programmes and events, development products and resources that enable teams, organisations and communities to unleash the potential of their people.

#### Mobile Team Challenge equipment is designed to facilitate:

- Team Building Days as used by RAF Red Arrows etc
- Conflict Management Workshops, Negotiation and Influencing Workshops
- The 7 Habits of Highly Effective Teams equipping leaders to build great teams
- Leadership Concepts, Lean/Six Sigma, Change Management
- Emotional Intelligence
- Myers Briggs Team Profiling Days
- Customer Service Excellence, Disney's Principles of Service Excellence
- And many more...

#### Already active in fourteen countries, on five continents

MTC has attracted clients like NASA, FedEx, Vodafone, Honda, Cumbria and S. Warwickshire NHS, Sun Microsystems, Siemens, Jaguar, Land Rover, the Royal Air Force, Royal Navy, Army, Surrey Police, Surrey Satellites Ltd, B&Q, Durham University, Birmingham University, Southport College, Thames Valley University, TUC, Ashridge Management College, Mars / Masterfoods, NCP, Ordnance Survey, Chelsea Building Society, over 200 Local Authorities and over



100 Schools and over 50 HM Prisons, Rehabilitation Centres and Youth and Community organisations.

MTC is currently delivering on-going Teambuilding and Leadership Programmes to 55 RAF bases in the UK, including the Senior Officers' Training Centre at RAF



Cranwell, The Army, the Royal Navy Leadership College in Portsmouth who are using MTC equipment to challenge individuals and teams to unleash their full potential in leadership and motivational skills. MTC experiential learning has been incorporated into ILM level 3, 5 and 7 leadership courses.

### World Famous Team Building Events

MTC offer a range of unique, highly enjoyable and effective, activity based learning, development and education products and services including **World Famous Personal**, **Team, Organisational and Management Development Programmes.** 

World Famous Facilitator and Train the Trainer programmes Offering either "Train the Trainer" workshops to enable our clients to deliver their own inspirational training using



MTC equipment or exciting and life-changing workshops facilitated by MTC experts in Change Management, Leadership, Conflict, Customer Service, Strategic Planning, Appreciative Inquiry, Stress Management, Team Building, NLP, Communication skills, Management Training modules (covering all levels of management), Emotional Intelligence, Innovation, Performance Management, Coaching and Mentoring, The 7 Habits of Highly Effective People, Myers Briggs Type Indicator Profiling and many more topics.

MTC's involvement with over 200 local authorities in the UK is in the delivery of modular development programmes for First Line, Middle and Senior Management and we are also supplier of experiential learning equipment in many of these.

Mobile Team Challenge experiential activities have a particular relevance in these "extraordinary times" in which we find ourselves and many organisations are enjoying the inspirational and motivational Team days which MTC deliver so brilliantly.

#### **Testimonials**

Mobile Team Challenge's unique approach to Accelerated Learning and Development, through utilisation of MTC techniques, produces outstanding results, highly energised and motivated attendees; some of whose comments have been:

'A Life Changing Experience...' (BUPA)

'A powerful, effective and common sense approach that produced only positive outcomes and excellent results' (Chelsea Building Society)

'The Experience was guaranteed <u>FUN</u>... but with some <u>SERIOUS</u> learning!' (Bournemouth College)

'A very rich and valuable training experience' (RAF Innsworth)

'MTC has proved to be exceptional and versatile for improving leadership, communication, teambuilding, mutual support, self-belief, problem solving and creative thinking within. Its potential within the workplace is vast whilst also being great fun' (Tony Woodcock, Honda UK)

'An awesome delivery technique which makes learning great fun – it's changed my life'. (Moorlands College)

'A brilliant day – GREAT Team building and Awareness of Leadership' (Ian, Brookes, CEO Lorien)

'A very professional event which will have a profound effect on my life' (Wokingham Borough Council)

'...A new dimension to our leadership and development programmes...' (Chrys Murphy MBE, Wing Commander, RAF)

"MTC is about building on success, to bring about even more success" (Brett Nicholls, RAF School of Training)

"An excellent event – made me really think what being a manager was about!" (S. Derbyshire District Council)

"I wanted to write a short note to thank you both for such an excellent MTC course last week. I thoroughly enjoyed the two days and found the Appreciative Inquiry, approach



fascinating. I think you have tremendous training medium in the MTC equipment. More importantly, the positive-framing approach to facilitation is extremely powerful and when combined with the first class challenges, lead to a very rich and valuable training experience. Crucially, you both believe and live the concept and that message came across loud and clear. Thank you both once again for your energy and enthusiasm that bought the whole two days to life. Best wishes and please keep up the great work".

Squadron Leader Paul Bate, RAF Innsworth

"MTC Training enhances existing leadership and team building activities and improves other training exercises".

Pamela Murray, RAF LTPD School of PT

"The most enjoyable and thought provoking course I have ever attended" David Jordan, Prison Officer

"There are many valuable aspects to the MTC approach that develop communication, flexibility, trust, teamwork, etc. This can all be related and the lessons learnt transferred to work and life in general"

Stuart Cooper, Prison Education Officer, HMP

"The MTC Training course was very professional, great fun and packed full of great information"

Simon Folger, Prison Education Officer, HMP

"An excellent course – very professional and well presented. Thank you Barry". Chris Belcher, Head of Learning and Development, S. Warwickshire NHS

'We had a hugely inspirational day with Mobile Team Challenge. Their use of Appreciative Enquiry to facilitate Experiential Learning was so powerful that we placed an order for four equipment packages and associated training. 'Sue Cook of Wolverhampton City Council

"MTC provides a dynamic, hands on and thought provoking approach to training and development. You cannot buy trust or teamwork but MTC enables you to develop these attributes very effectively." Pete Hughes, RAF Cosford

"A great three days … three highly successful and effective days for Team Working". Regional Training Director, Vodafone- Retail

"Thank you for the inspiring 2 day's training you did for us recently, we have noticed a difference already!"

Jackie Skeel - Assistant Director for Organisational Development NHS Trust S. Region.

An enjoyable and positive day (Team Leader Bucks CC)
"Excellent Course – Excellent delivery" (HR Operations Manager: Surrey Police)

"Brilliant - VERY enjoyable" (Team Leader - Siemens Wind Power)

#### **Testimonials**

Listen to what the Red Arrows say...

"Teamwork...It's all about TRUST..."

Squadron Leader Graham Duffy (Red 4) - RAF Cranwell **MTC Team Working Excellence Workshop** 











"Just ..... FANTASTIC!!"

**Director of Operations ITV for Ant & Dec's Production Team for** "I'm a Celebrity - get me out of here!" and "Ant & Dec's **Saturday Night Take Away"** 

Winning Behaviours and Attitudes: ITV London

"...the day was "inspirational and brilliant...!." **Chief Executive. W.Sussex NHS Hospitals Foundation Trust** 

"I AM <u>SO MOTIVATED!!</u> ... I hope my colleagues are too! "" Team Supervisor. Birmingham Children's Hospital, NHS

'We had a hugely inspirational day. Their use of Appreciative Enquiry to facilitate Experiential Learning was so powerful." **Team Supervisor, Wolverhampton City Council** 







SIEMENS Siemens Wind Power

"An excellent day! - VERY enjoyable!!" **Site Manager, Siemens Wind Power** 

#### Other Sample Programmes From Mobile Team Challenge Ltd

- Creating a Leadership Change Culture
- Team Leadership Programme
- Strategic Planning using Appreciative Inquiry
- Project Management
- Leading through and <u>beyond</u> CHANGE
- Sales & Marketing Awareness Programme
- Disney Customer Service Strategy "What if Disney ran YOUR Organisation?"
- Emotional Intelligence
- Building Highly Effective Teams
- Solution Focussed Thinking: Decision Making and Problem Solving
- Leading through, and beyond, CHANGE
- Neuro Linguistic Programming
- Partnership Working
- Myers Briggs Personality Type Indicator
- Belbin Team Dynamics
- Setting Objectives
- LEAN / Six Sigma
- Stress Management / Work Life Balance
- Conflict Resolution
- Modular Leadership Programmes
- Time Management
- Train The Trainer

- Appreciative Inquiry
- Coaching Skills
- Creativity and Innovation
- Consultancy Skills
- Dealing with Difficult People
- Delegation Skills
- Development Organisational Learning Cultures
- First Line Management Programme
- Key Account Management
- Executive Team Mentoring
- Coaching and Mentoring
- Negotiation Skills
- Performance Management
- Project Management
- Leading through, and beyond, Change
- Selling Skills
- Strategic Planning
- New Supervisor Skills
- Communication Skills NLP
- The 7 Steps of Highly Effective People
- Transformational Leadership
- DeBono Six Thinking Hats

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