



# WENTWORTH

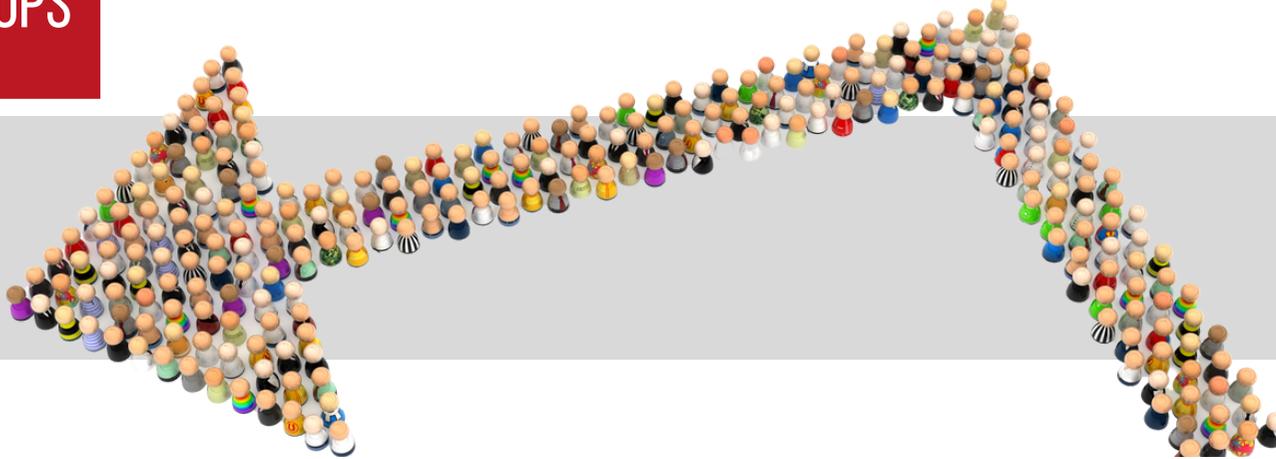
## MODULAR SKILLS WORKSHOPS

# 2020



## CONTEXT FOR THESE WORKSHOPS

This document provides a top line overview of the Wentworth capability to deliver skills workshops in a range of subjects that are relevant across your organisation. They reflect the skills your people will need to have in order to manage and growth client relationships and scope of work, manage themselves effectively, work well with colleagues and third parties, present, sell, negotiate and communicate.



Once you have decided which ones need to be prioritised, we will provide more detailed agendas and overviews, as well as the methodology for each workshop. With all workshops the Wentworth approach is as follows:

- To shape and tailor each workshop topic to your culture, the participant needs and experience. That way you have a program that fits into the context of your values and culture, the needs of the participants and the systems and processes that are in use.
- Where possible operate a programmatic approach to learning. That means we build a framework that takes the learning beyond a single workshop event. We now embed an Actionable commitment into each workshop, so that following through on a commitment is tracked and measured. Training has traditionally been data light on measuring behaviour change and impact. This provides both.
- We always try and utilise line managers to brief, coach and support the learning process. This costs you nothing and makes a huge impact on the program's success.
- We can supplement any workshop with initiatives like group coaching with the facilitator, full Actionable Conversations, mastermind groups (self managed coaching groups) and monthly emails and articles.
- We can provide a panel of facilitators and coaches to ensure you get subject expertise, variety, while retaining consistency.

# SMART NEGOTIATING



**“In life you don't get what you  
deserve, you get what you negotiate.”**

***Krishna Sagar***

½ day or full day workshop  
Max 15 attendees

 **ALL LEVELS**

## **Program overview:**

There are lots of people who negotiate, not just buyers and sales people. These negotiations are not just around money. More often its about deliverables, expectations, resources and time. We focus here on the process as well as the psychology and behaviour that enables great negotiators to get the outcome they are looking for. How to defuse emotions, how to anchor negotiations positively, how to play to value and how to understand signals during the exchanges.

## **We cover:**

- Understanding the psychology of a negotiation and how we often negotiate with ourselves, instead of the other party.
- Looking at typical negotiations - seeing where a more unconventional approach would work in your favour.
- Power variables and how to build up power, real or perceived, to increase your chances of success.
- Offer and counter offers - how these can be packaged differently, and how and when different offers should be made and responded to.

## **Key learning outcomes:**

- This workshop is intended to challenge your thinking about how you negotiate and help you get better outcomes.
- New approaches and insights into what makes a negotiation succeed.
- You will gain new ideas, useful planning tools and behavioural techniques to use during a negotiation.
- There will be the opportunity to practice techniques and you'll observe others, practice yourself and get feedback on what you are doing well and where to improve.

# BECOMING A TRUSTED ADVISOR

½ day workshop  
Max 15 attendees

 ALL LEVELS



## Program overview:

This is a workshop for anyone who needs to build trust with other people. That clearly relates to anyone who is externally focused, dealing with clients or potential clients but it is also relevant for internal relationships.

This is a topic that links to influence and persuasion but looks at the strategy and tactics needed to build and manage a relationship.

Our ability to service and influence other people is directly linked to how much they trust you. How much they trust your business. That's why this workshop is so important to your mindset and behaviour.

We will explore the different models of how trust is built, do some analysis around where you currently sit with your clients or contacts and what you can do to improve in all the key elements of the trust model.

## We cover:

- How to evaluate the health of the relationship - centred on a diagnostic tool which allows you to proactively work on issues and opportunities.
- How to manage all the stakeholders that influence and make decisions.
- How to identify gaps in current delivery, spot and open up opportunities .
- The trusted advisor concept - a deep dive on this model and how to use it to cement client relationships.

## Key learning outcomes:

By the end of this session you will:

- Know and understand how to apply the Trust Equation to your clients and contacts.
- Understand the dimensions that directly impact trust in the relationship.
- Know where you are most vulnerable in your relationships and how to fix that.
- Know how to leverage key relationships to grow business.
- Know how to protect your position of trust and influence with your contacts and clients.

# MANAGING CONFLICT

½ day or full day workshop  
Max 15 attendees

 **ALL LEVELS**



**“An eye for an eye will only make the  
whole world blind.”**

***Mahatma Gandhi***

## **Program overview:**

There is not a single person who has not been faced with a ‘difficult’ person or who themselves has not been perceived as being difficult. We see people through our own lens and therefore often make unfair judgments.

This 1/2 day program provides understanding of what drives people’s behaviour and practical tools to build and maintain relationships despite difficulties. It will help you create strategies to cope when presented by people who may have very different traits or values to us.

## **We cover:**

- Where judgement comes from.
- What drives our behaviour.
- Our behaviours and how they can be misread.
- Behaviour types and what winds people up.
- Expectation exchange.
- Stages of conflict and how to wind people back from the brink.

## **Key learning outcomes:**

- Minimise conflict and associated stress.
- Change the relationship with clients and colleagues for the better.
- Tailor our communication to get other people to ‘hear’ us the first time.

# RUNNING OUTCOME FOCUSED MEETINGS

½ day workshop  
Max 15 attendees



## Program overview:

Have you ever run or held a meeting where despite your best efforts, it did not achieve the outcome you wanted? Ever sat in a meeting and not really known what it was trying to achieve or why you were there? Ever wondered what happened to all the fantastic ideas you all came up with at the last meeting?

With time an ever more precious resource for us all, it's vital that meetings achieve their purpose, are well structured and focused and gain the commitment and input of all the participants. This session will provide you with a blueprint for creating more successful meetings whether you are facilitating them yourself or attending as a participant.

## We cover:

- An assessment of current practice - how effective are meetings currently? What is the meeting culture? What are some common behaviours? Where can we improve?
- Best practice processes - how to prepare for, start, run and finish meetings effectively for the best outcomes.
- Communication in meetings – identifying behaviours that help or hinder the effectiveness of meetings. Managing conflict and disagreements.

## Key learning outcomes:

- Understand what the ingredients of an effective meeting are.
- How to set clear outcomes as the meeting facilitator/leader.
- How to be outcomes focused as a participant.
- How to ensure communication during the meeting is outcomes focused.
- How to make sure everyone is clear on the outcomes and actions at the end.



# EMOTIONALLY INTELLIGENT COMMUNICATION



**“Emotions can get in the way or get you on the way.”**

***Mavis Mazhura***

½ day , 1 day or two day workshop  
Max 15 attendees

 **ALL LEVELS**

## **Program overview:**

Your organisation will have plenty of people with high IQ's and that's clearly vital for the technical side of any role. But everyone also needs to develop their EQ skills to communicate, to work in teams, to deal with clients and build rapport. Most people's frustrations are related to their interaction with others. It's also where a lot of the enjoyment at work comes from.

This program helps everyone understand the concept of EQ, how it relates to their life at work and outside and how to build the skills and help them succeed.

This workshop provides a great introduction to the core competencies of Emotional Intelligence:

- Self awareness
- Self management and control
- Social awareness
- Relationship management

It's practical, insightful, challenging & relevant to everyone.

## **We cover:**

- Your values, your preferences in terms of behaviours and how others perceive you.
- What makes you react emotionally and how to test your assumptions.
- Observation of what is happening around you and how to adapt.

## **Key learning outcomes:**

- Increased self-awareness.
- Improved self-management .
- Increased social awareness .
- Improved communication skills to build rapport and connect with others.

# POWERFUL PRESENTATION SKILLS



**“No audience ever complained  
about a presentation or speech  
being too short”**

**Stephen Keague**

½ day , 1 day or two day workshop  
Max 15 attendees

 **ALL LEVELS**

## **Program overview:**

There are so many occasions where people need to present to others. It may be a high stakes, formal presentation to a client, an internal presentation to another department, or to a 3rd party. In each case the skills to present well , articulate an argument, make recommendations and sell in ideas are skills that need to be learnt. Wentworth run a whole suite of workshops that cater for different levels and different aspects of presenting and story telling.

The workshops build confidence, help participants prepare better, create a stronger narrative and deliver with conviction, energy and passion.

## **Areas of focus for specific workshops:**

- Structuring your thinking and content – how you construct your presentation.
- Alignment to an audience – adapting the presentation for the audience.
- Delivery – a whole range of different options that change the convention of traditional presentations. Verbal, vocal, non verbal, building presence.
- Storytelling: the art of moving away from just facts and figures to stories that connect emotionally and bring ideas alive.
- Handling nerves: anchoring, breathings, affirmation.
- Pitch skills: specific workshops for competitive pitches.
- Visual aids: how to create brilliant visuals, use drawing and simple graphics in the room.
- Rapport and quick emotional connection.

# INFLUENCE AND PERSUASION (WITHOUT AUTHORITY)

**“Don't raise your voice,  
improve your argument.”**

***Desmond Tutu***

## **Program overview:**

Dan Pink's recent book "To Sell is Human" showed that almost all of us have to influence, persuade and yes, sell during most working weeks. To clients, colleagues, suppliers, our managers. There are so many people that don't have the authority to simply tell people to do things. They need to influence and persuade.

This workshop will help participants understand how to influence other people's thinking, how to shift mindsets around risk, and perceived value and not just get what you want but give the other person what they want.

½ day or full day workshop  
Max 15 attendees

 **ALL LEVELS**



These are THE essential skills the best influencers have. They're not mysterious and at the end of this program you'll have them too. Ultimately we want you to have really solid skills that can help you influence and persuade.

## **We cover:**

- Under pinning drivers behind whether people say "yes" to a request.
- The psychology of influence and how to use them – (Reference to Robert Cialdini's work).
- Seek first understand – the habit of listening and questioning before influencing.
- Persuasion through benefit and value.
- Handling the push back.
- Closing - the ask.: how, why and when.

## **Key learning outcomes:**

- Complete understanding of the influencing process – knowing where you are with your situations.
- Essential persuasion skills for each stage of the process.
- Understanding the psychology of influence.
- Shifting your own mindset about selling – understanding that it can and should be done with integrity.

# PERSONAL EFFECTIVENESS

½ day workshop  
Max 15 attendees

 ALL LEVELS



**“The bad news is time flies. The good news is you're the pilot.”**

***Michael Altshuler***

## **Program overview:**

Most of us will feel time poor, some of the time. We are not alone; 1 in 4 Australians are working 50+ hours a week. Conflicting demands from clients, colleagues, peers, new systems, suppliers and managers mean that we have to juggle many tasks at the same time.

We all want to appear responsive and helpful to clients and colleagues. The result is that we are all prone to say “yes” to requests, commit to deadlines, commit colleagues to delivering, and in the main it is done with good intent.

This workshop provides you with tools to better manage demands on your time.

## **We cover:**

- Bad habits – we increase your self awareness around your current way of working.
- Best practice – we help you replace your bad habits with processes that will enable you to take better decisions during your working week.
- Saying no – how to manage other people’s expectations and demands.

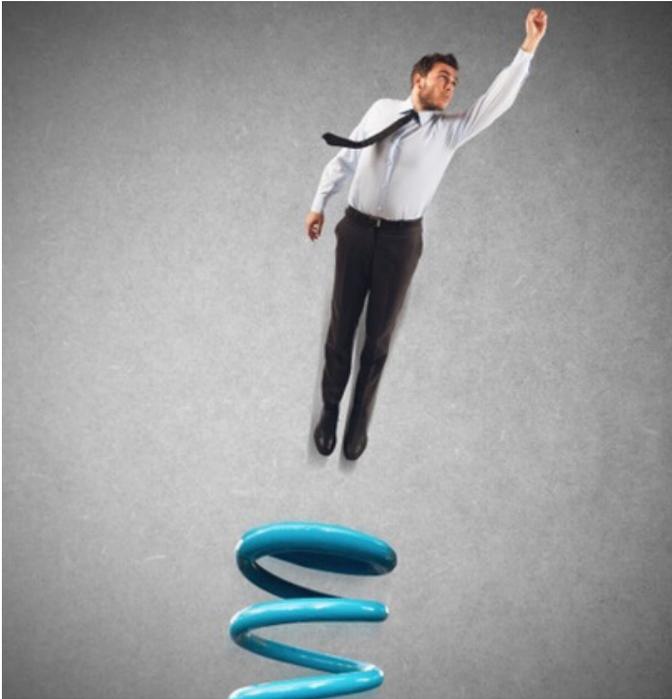
## **Key learning outcomes:**

- Ability to prioritise conflicting demands by weighing up importance and urgency.
- New ways of working which will save you time.
- A script for saying no gently.
- Ways to increase discipline to stay on track.
- Increase your sense of personal control.
- Tips and techniques to handle emails, avoid procrastination, participate in meetings and manage multiple demands.

# MINDSET AND RESILIENCE

½ day or full day workshop  
Max 15 attendees

 ALL LEVELS



**“Once your mindset changes,  
everything on the outside will  
change along with it.”**

***Steve Maraboli***

## **Program overview:**

In a fixed mindset, people believe their basic qualities, like their intelligence or talent, are simply fixed traits. In a growth mindset, people believe that their most basic abilities can be developed through dedication and hard work - brains and talent are just the starting point.

This view creates a love of learning and a resilience that is essential for great accomplishment. Virtually all great people have had these qualities. This session links Carol Dwek’s work with leading research into resilience to help drive motivation and productivity in the participants.

Mindset, resilience, “grit” are vital for leaders, new starters, managers, entrepreneurs. This is a workshop we all need.

## **We cover:**

- Fixed & growth mindset
- Covey’s 7 habits – an example of specific mindsets
- Checking your own mindsets
- Creating a growth mindset
- Resilience & grit – stories and attributes
- 7 keys to resilience

## **Key learning outcomes:**

- Understanding our own mindsets
- Knowing how to shift our mindset
- The pillars of resilience
- How to access our winning pillars

# CRUCIAL CONVERSATIONS – HANDLING HIGH STAKES COMMUNICATION

**"The conversation is the  
relationship."**

## **Program overview:**

All conversations create relationships, some however are more crucial than others. This workshop provides a set of tools to help us all communicate when the stakes are high. Those are usually about something important in the relationship that is not present (trust, respect, understanding) that if that continues we suffer.

Most of us have an understandable level of concern when faced with that type of conversation. We know we should have it but the worry about how best to approach it and what might happen if we get it wrong, means we avoid it.

½ day or full day workshop  
Max 15 attendees

 **ALL LEVELS**



This session takes on the challenge of generating open and honest dialogue. It will help you prepare, communicate the message and be able to deal with responses in the moment to enable to get the result you're looking for.

## **We cover:**

- What is a crucial conversation?
- When are the stakes high for you?
- Why we avoid these conversations.
- How to prepare: mindset, process.
- How to have a crucial conversation – emotional control; communication skills; holding the space – crucial conversations take time.
- Practice sessions.

## **Key learning outcomes:**

- Understanding why these conversations are important.
- Knowing the process we need and the mindset we need to be in.
- Skill development to enable us to have the conversation we need to have.

# EFFECTIVE INTERVIEWING SKILLS

Full day workshop  
Max 10 attendees

 **MANAGERS**



## Program overview:

Managers continuously face the challenge of hiring the “right” employees, whilst facing pressure to fill roles. Making good hiring decisions benefits everyone: the person being hired, the current team, the manager and organisation. Get it wrong and everyone suffers. Recruiting is easy; getting it right is hard. It has to be more than a “gut feeling”.

This workshop is practical and focused on making sure participants understand best practice interviewing process and have the skills to identify the best candidates and spot the wrong one’s. Participants will develop an increased success rate in selecting the right candidate for the job; that match the skills, competencies, and environment for the manager, their department, and the organization.

## We cover:

- Current practice: what’s working and what’s not.
- Identifying job requirements and competencies based on job descriptions .
- Behaviour based interviewing technique and how to prepare a structured behavioural Interview.
- Questioning techniques – developing questions.
- Preparation and follow up and evaluation.
- Non verbal behaviour: yours and the candidates.
- Practice interview sessions (there is an option to utilise professional actors as role players).

## Key learning outcomes:

- Understanding interviewing as a holistic process.
- Understanding the concepts and benefits of structured behavioural interviewing.
- Identifying job requirements and competencies.
- Planning, preparing and conducting a structured behavioural interview.
- Assessing information gathered from the interview process to evaluate and select a candidate.

# HOW TO CONDUCT THE REVIEW/APPRaisal

Full day workshop  
Max 15 attendees



## Program overview:

The focus of this workshop is around the skills needed to make the review a meaningful and performance enhancing experience. Our assumption is that every participant will be familiar with the process, the forms, the ratings and the performance management cycle.

Knowing the process is one thing. Having to conduct the review when there are issues to tackle, employee career aspirations to be discussed and learning plans to be developed is quite another. A good review needs skill, empathy, assertiveness and great communication. This will be an interactive which covers all the above and allows plenty of time for practice.

## We cover:

- Your review process: where the challenges lie; what's working.
- Core communication skills: putting across information; listening skills; questions that get people talking; non verbal behaviour; language and tonality.
- Preparation: facts and evidence; career options; learning & development options
- Setting the scene and managing the conversation.
- Using your ratings to highlight strengths and areas for improvement. How to give positive feedback and constructive feedback.
- How to handle disagreements over ratings.
- Discussing development and career plans.
- Setting specific goals and plans to achieve them.
- Gaining and locking in commitment to change and create a development plan.

## Key learning outcomes:

- Enhanced review skills
- Increased confidence
- Better end to end process
- Better conversation management during the review



# PRESENCE & CONFIDENCE

½ day workshop  
Max 15 attendees

 ALL LEVELS

## Program overview:

Presence is all about how you are perceived by other people. It is an intangible concept but we all know it when we see it in others. It is not about size (Mandela and Gandhi were both small men).

This workshop looks to help anyone build presence and confidence, so they can operate to their potential in situations where they currently are lacking confidence.

We look at physiology, tone of voice, self talk and practice it all through a variety of exercises where people “act tall and think tall”

The application could be for public speaking, participating in meetings or simply in everyday engagements on site at Tuas.



## We cover:

- What does presence look like and sound like? Who has presence? In Australia. Your industry? Your organisation?
- A look at how we all rate in terms of presence: what do we need to work on?
- Communication preference self assessment - discussion around how to recognise a style or preference and adapt quickly.
- Correcting negative self talk: thinking bigger.
- Changing physiology: acting “bigger”.
- Projecting confidence and presence: talking with authority.

## Key learning outcomes:

- This is a program all about building confidence. We help people stay true to themselves and build strategies and tactics that they can live with that are true to themselves, yet create presence.

# WENTWORTH

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## 2020



**CONTACT:**

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