

# Course Outline

## Day 1

Accountability, Commitment and Ownership

- Defining Accountability and Responsibility
- Levels of commitment and their meaning in business
- Learning from success and failure
- Empowerment and Change
- Developing a sense of ownership: self and others

## Day 2

Increasing Performance and Task Allocation

- Key areas of Performance Management
- Setting powerful goals
- Task management and priority allocation
- Advanced motivation techniques in delegating
- Conflict resolution: overcoming negative responses

## Day 3

Developing Creativity, Innovation and Decision Making

- Problem Solving: models and techniques
- Rapid solution focused methods of problem solving
- Creative problem solving: a powerful model for increased innovation
- Powerful Effective Decision-making model
- Utilising Kaizen techniques for agile efficiency

## Day 4

Life Coaching and Sense of Ownership

- Defining your personal influence
- Using the Influence Model to maximum effect
- Defining your Emotional Strengths and Resilience
- Life Coaching: models and methods
- Using powerful feedback for actionable results

## **Day 5**

### Developing Key Areas of Personal Strength

- Factors to identify in Personal Strengths Analysis (PSA)
- Maximising your available skills and knowledge
- Developing a Personal Strengths Analysis (PSA)
- Using your Personal Strengths Analysis (PSA)
- Ensuring active organisation and team engagement