BRANCH	PROGRAMS	FOCUS AREA
Leadership Development Programs	Leading Healthy Conversations	➢ How can you have a productive and collaborative exchange with an employee? ➢ Clarity, honesty and openness – why are they important? ➢ What is important in a critical conversation?
	Leading Collaboration	➢ How to lead collaborative opportunities ➢ A framework for collaboration within your team ➢ Collaborative techniques and behaviours of a leader
	Pathways to Performance	➢ What can leaders do to turn people into great assets? ➢ Why is performance management often the catalyst to a poor relationship between the leader and the employee when it doesn't have to be? ➢ How do leaders traverse the breadth of coaching, counselling and discipline?
	Manager as a Coach	➢ How can leaders coach people, to lift their performance? ➢ Why can coaching shift performance of individuals & teams. ➢ What are the tools and techniques to get people to perform?

BRANCH	PROGRAMS	FOCUS AREA
Leadership Development Programs	Managing Concerns	➢ What must leaders do when faced with a workplace concern? ➢ What needs to be considered when making the initial assessment? ➢ What are the range of resolution techniques that are available?
	Manager as a Mediator	➢ Do you leaders have the skills to manage workplace conflict, interpersonal issues and complaints at the earliest point to avoid escalation? ➢ What are skills required to undertake workplace mediation as an option for the constructive resolution of workplace conflict?
	Frontline Investigations	➢ Can your leaders undertake a comprehensive investigation that places the organisation in the best possible position to make a decision on an incident and defend? ➢ Are your leaders able to managing an investigation and do they possess the skills necessary for investigating, analysing and reporting?
	Collaborative Enterprise Negotiation Planning	➢ What are the different bargaining models and planning you need to do before commencing bargaining? ➢ Can a framework support negotiations to run smoothly? ➢ How can you ensure momentum in the negotiations and prevent protracted sagas?
	Respectful Workplace Program	➢ What are leader's obligations in relation to discrimination, harassment and bullying? ➢ What are the impacts of inappropriate behaviours? ➢ Are your leaders equipped to respond appropriately when faced with a complaint inappropriate behaviour?