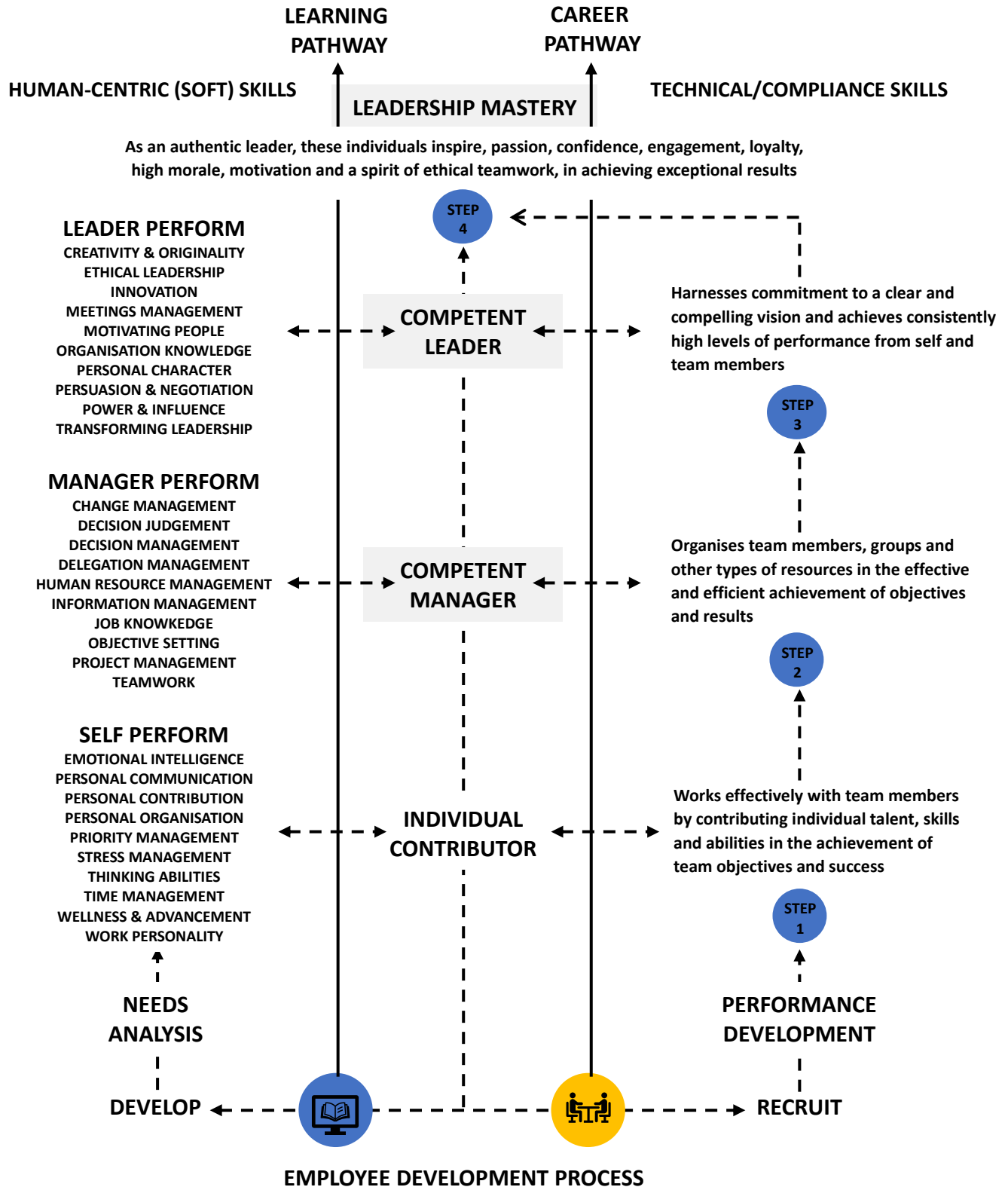


THE CANDIDATE JOURNEY | PERFORMANCE FOR RESULTS

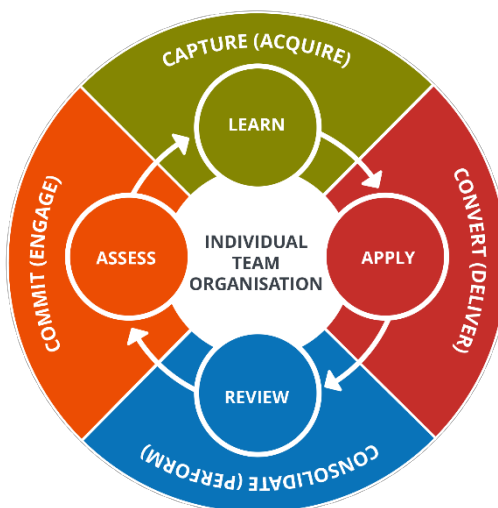
A Development Pathway and Talent Pipeline



Skillogy PERFORM™ | PERFORMANCE FOR RESULTS

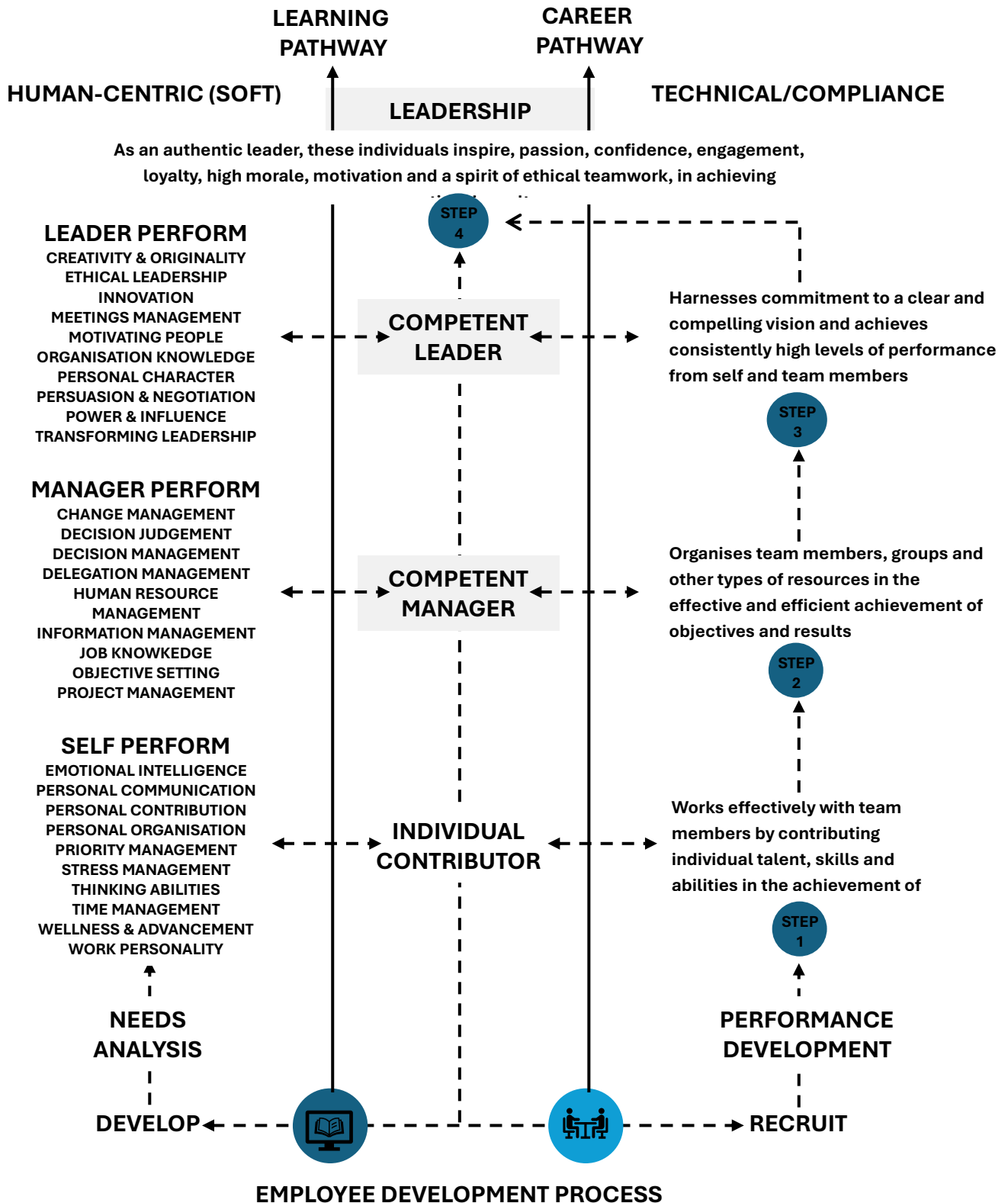
A unique and proven learning and development model specifically designed to address measurable human-centric (soft) skill development in the workplace

- **The Development Pathway and Talent Pipeline**
- **The Candidate Journey**
- **The Skillogy PERFORM™ Development Pathway Explained**
- **Development Components | Route Planning**
- **Step 1 | The Individual Contributor**
- **Step 2 | The Competent Manager**
- **Step 3 | The Effective Leader**
- **Step 4 | Leadership Mastery**



THE CANDIDATE JOURNEY | PERFORMANCE FOR RESULTS

A Development Pathway and Talent Pipeline



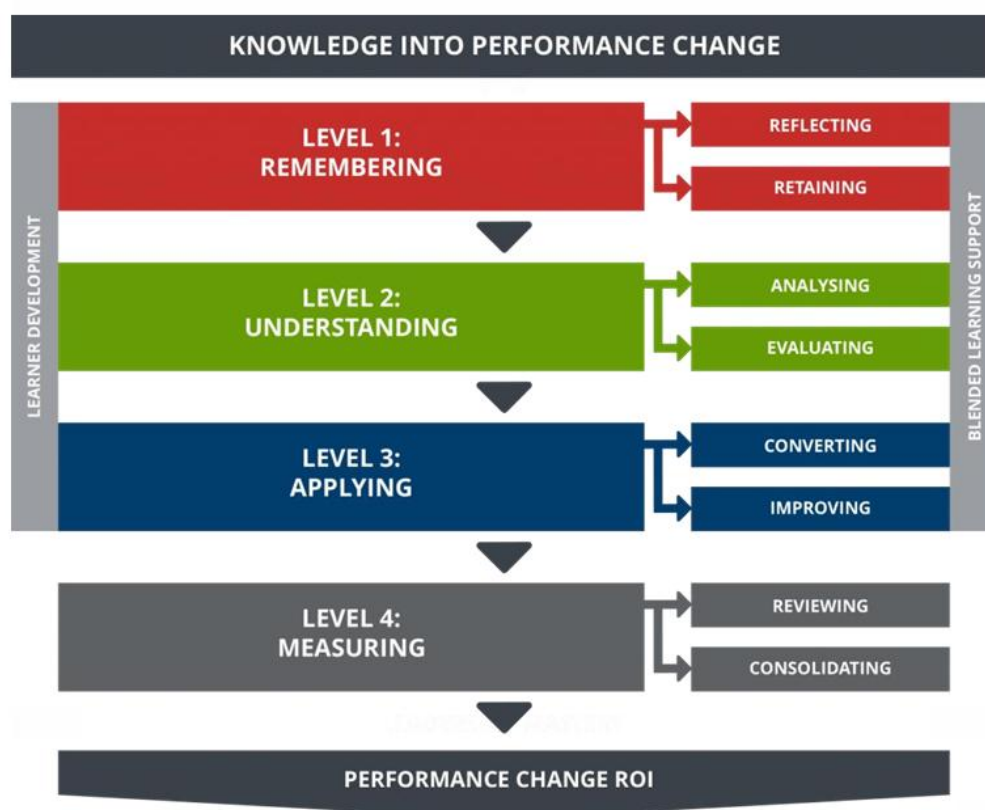
The Skillogy PERFORM™ Development Pathway Explained

The preceding diagram – The Candidate Journey | Performance for results – sets out to illustrate the *development journey* for any individual in any organisation.

That journey is built around the *thirty integrated skill modules* of the Skillogy PERFORM™ model and *245 course tutorials*, at each of the four levels of *Individual Contributor*, *Manager* and *Leader* leading to the ultimate status of *leadership mastery*. The learner only selects those courses specifically relevant to their development needs, whether that be two, five or twelve courses, as examples.

The success of Skillogy PERFORM™ depends on how well individuals *acquire and convert knowledge* into performance change; this is an extremely important stage in the process of developing SELF, MANAGER and LEADER competencies.

The development process involves four levels, as shown in the diagram below:



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This process is integrated into the structure of each of the Skillogy PERFORM™ courses. The diagram above illustrates the design of the *learning process* in the Skillogy PERFORM™ Human-Centric Ability Model™ and the associated *Leader-Manager Development Framework™*.

The design is based on references to the work of *Bloom* and the subsequent changes to his Learning Taxonomy, carried out in 2001 by Anderson and Krathwohl, as well as the research carried out by *David Kolb*, in creating the Experiential Learning Cycle.

LEVEL 1 | REMEMBERING

The Skillogy PERFORM™ knowledge content presented to the learner is *relevant, topical* and of a *high quality* (as assessed by the Chartered Management Institute in the United Kingdom).

The presentation in the course tutorial is specifically designed to provide the learner with *concise, bite-sized learning*, which is easily remembered. *Interactive visuals and animations* are provided to complement the knowledge.

At this level, the aim is to have the learner *reflect* on the learning content and build a 'picture' of how this relates to their current circumstances.

A *skill overview* and summary of *key points* are also provided to further aid memory retention.

An *assessment of knowledge* is undertaken prior to commencing a course, to establish a *baseline* and on completion, to enable an assessment to be made as to the *level of knowledge attained*.

LEVEL 2 | UNDERSTANDING

In addition to the subject matter content, each course tutorial can contain a selection of *exercises, tests, projects* and *case studies* as well as *videos* and external *resources*, to assist in developing an understanding of the *human-centric skills and abilities* discussed.

Levels 2 and 3 are closely linked in terms of knowledge gained and how this is to be applied in the context of the learner's job role and responsibilities.

LEVEL 3 | APPLYING

This is an important stage in the *development process*, in ensuring that what has been gained in knowledge, is now transferred into *tangible actions*, that result in positive *performance change*.

To achieve this, the learner is provided with *implementation guidelines*, in the form of *action points*, setting out what the learner is required to carry out and practice. The learner uses these guides for implementing performance change.

A *development plan* containing an *action plan, activity log* and a *two-part review* provides clear evidence as to how the learner is progressing and the degree of success being made in improving performance. Interventions can be made, where appropriate, to support the learner's development.

LEVEL 4 | MEASURING

The metrics are based on a review of the module *aims and objectives*, specific *quantifiable objectives* set by the learner, in conjunction with their talent development leader, the evidence of *actions and activities*, carried out on the job.

This information is recorded in the action plans, as well as a discussion with the learner on identifiable *changes and improvements in behaviour and outcomes*.

Normally, these metrics are tested at *individual, team and organisational levels* to ensure that potential issues relating to the organisational environment are taken into account and addressed.

The Skillogy PERFORM™ ROI approach explained

The Skillogy PERFORM™ ROI approach shows how each of the development and delivery components work together to:

- set the objectives
- plan the development programme
- provide the diagnostic tools
- identify the relevant skill development needs
- assign course tutorials and resources
- monitor and track progress and changes
- collate the data for the metrics
- calculate TROI and performance ROI

In this way, *ROI metrics* are integral to the successful completion of a human-centric skill course or series of courses.

The Skillogy PERFORM™ delivery approach explained

For the most part, all the courses are delivered in a *digital format*, online through a *learning management system* (Cademy), available 24/7/365. Internet connectivity is essential. The courses are accessed via *all computer and mobile devices* and their various operating systems.

The course design is based on *Gagne's 9 Events of Instruction* with the incorporation of *Kolb's Experiential Learning* theory around assess, learn, apply and review.

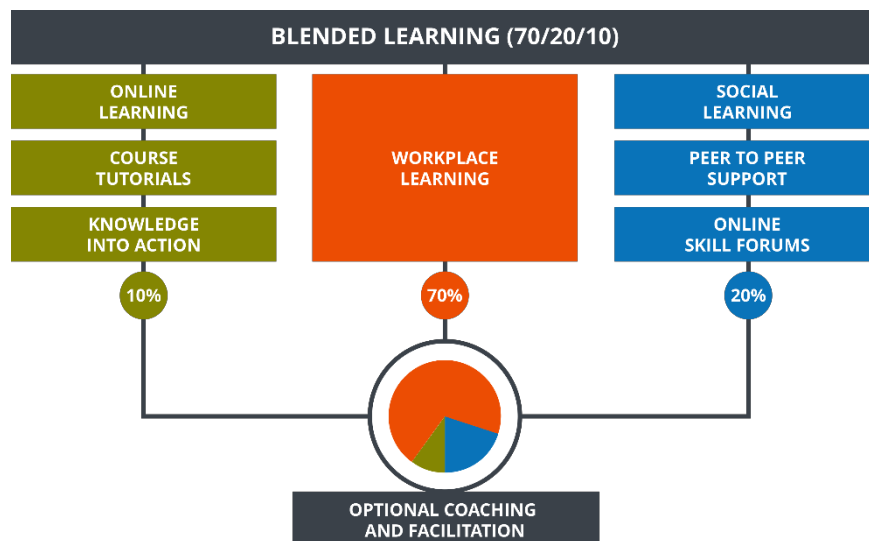
The courses have been assessed by the *Chartered Management Institute* (CMI) and rated as amongst the best content that has ever been presented to them for review. Courses may be accredited by the CMI with the award of certificates.

The courses are supported by exercises, assignments, case studies and where required, *bespoke learning materials* can be produced to meet specific requirements.

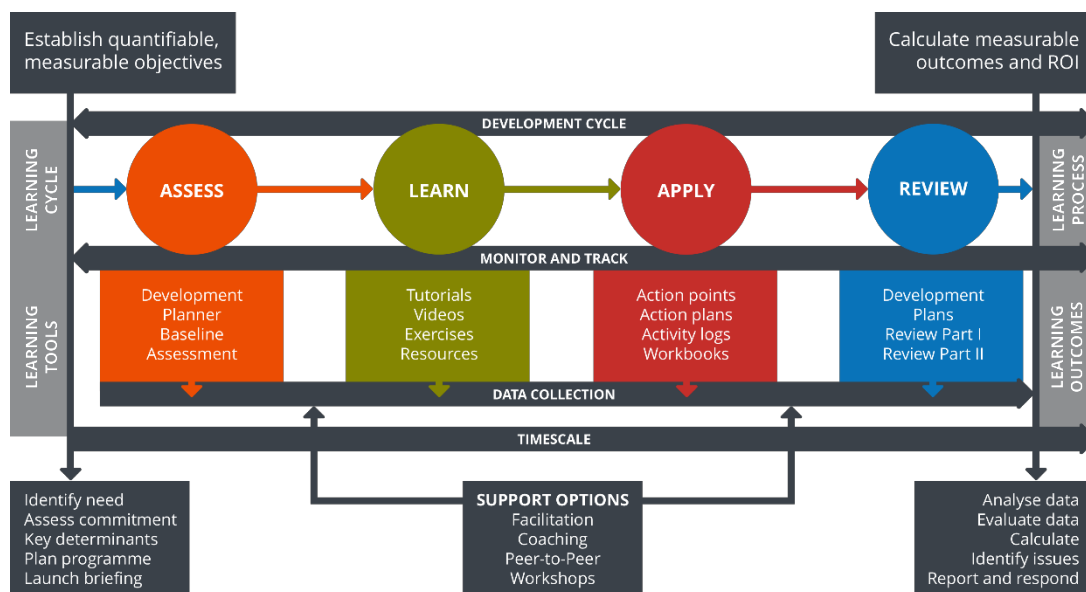
The prime aim of the delivery is to ensure that all learners *illustrate improved competence and performance* in their human-centric (soft) skill application.

We recommend that a *pilot group* is run before implementation as a 'bench test'.

The organisation of learning delivery is totally flexible from individual, self-managed, self-directed to multiple cohorts with facilitator support. The diagram on the next page illustrates the *70/20/20 blended learning format* delivered through Skillogy PERFORM™.



The *cohort delivery method* incorporating all the learning components and processes is set out in the diagram below. This illustrates the learning cycle, the learning tools that support the learning and the support options.



The cohorts are delivered in *multiples of ten*, up to one hundred, per Facilitator. As many cohorts, as required, can be run; there is no upper limit. The same applies to the number of individual learners – upwards of 10,000 is scalable.

Skillogy International Ltd., the license holder of Skillogy PERFORM™ models and courses has been delivering the programmes since 2008 to organisations from SME to corporates in size and many differing industrial sectors, including Governmental departments, engaged in capacity building contracts in developing natio

Skillogy PERFORM™ | Performance Development Pathway | Development Components | Steps 1 through 4 | Route Planning





INDIVIDUAL CONTRIBUTOR:

Works effectively with team members by contributing individual talent, skills and abilities in the achievement of team objectives and success.

SELF PERFORMANCE
EMOTIONAL INTELLIGENCE PERSONAL COMMUNICATION PERSONAL CONTRIBUTION PERSONAL ORGANISATION PRIORITY MANAGEMENT STRESS MANAGEMENT THINKING ABILITIES TIME MANAGEMENT WELLNESS & ADVANCEMENT WORK PERSONALITY



DEVELOPMENT COMPONENT LIFE
WELLNESS & ADVANCEMENT STRESS MANAGEMENT
DEVELOPMENT COMPONENT BEHAVIOUR
EMOTIONAL INTELLIGENCE PERSONAL COMMUNICATION PERSONAL CONTRIBUTION WORK PERSONALITY
DEVELOPMENT COMPONENT PRODUCTIVITY
PERSONAL ORGANISATION PRIORITY MANAGEMENT THINKING ABILITIES TIME MANAGEMENT



COMPETENT MANAGER:

Organises team members, groups and other types of resources in the efficient and effective achievement of objectives and results.

MANAGER PERFORMANCE
CHANGE MANAGEMENT DECISION JUDGEMENT DECISION MANAGEMENT DELEGATION MANAGEMENT HUMAN RESOURCE MANAGEMENT INFORMATION MANAGEMENT JOB KNOWLEDGE OBJECTIVE SETTING PROJECT MANAGEMENT TEAMWORK

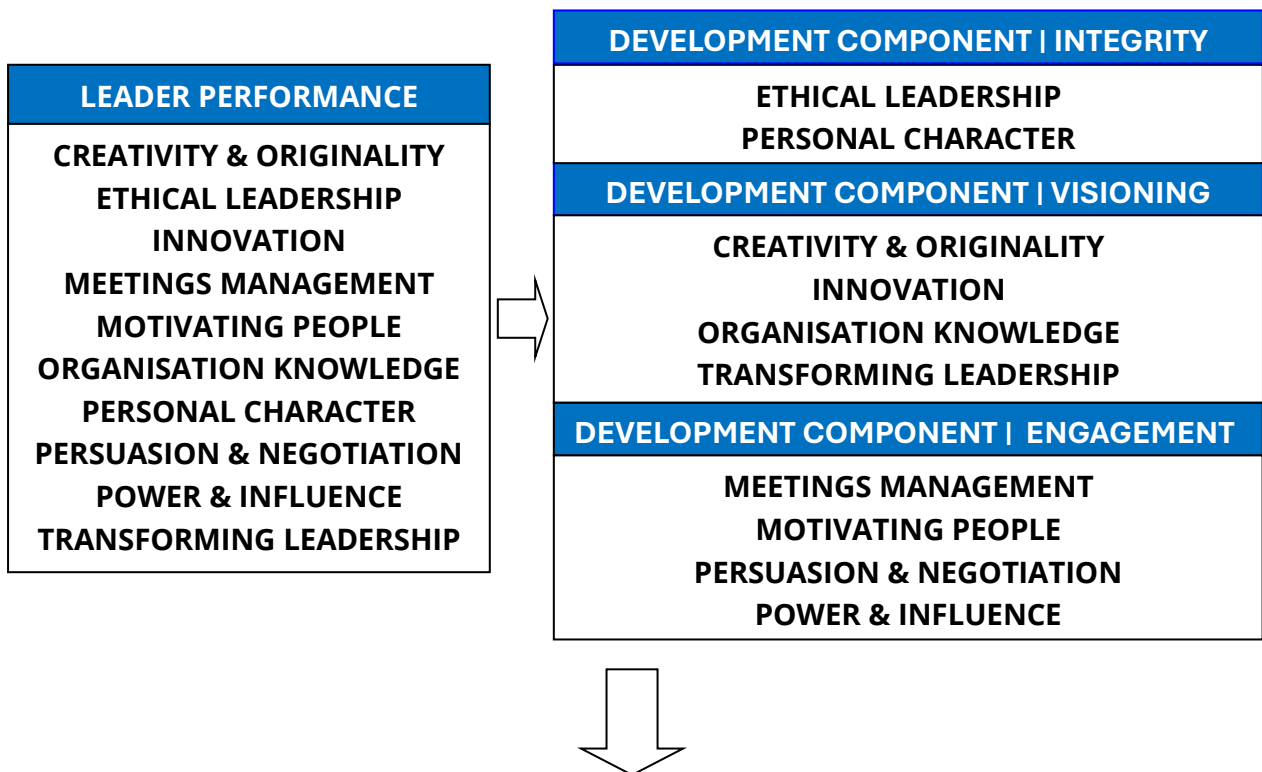


DEVELOPMENT COMPONENT DECISION
DECISION JUDGEMENT DECISION MANAGEMENT INFORMATION MANAGEMENT
DEVELOPMENT COMPONENT PROCESS
DELEGATION MANAGEMENT OBJECTIVE SETTING TEAMWORK
DEVELOPMENT COMPONENT STRUCTURAL
CHANGE MANAGEMENT HUMAN RESOURCE MANAGEMENT JOB KNOWLEDGE PROJECT MANAGEMENT



EFFECTIVE LEADER:

Harnesses commitment to a clear and compelling vision and achieves consistently high levels of performance from self and team members.



LEADERSHIP MASTERY:

As an authentic leader, these individuals inspire passion, confidence, engagement, loyalty, high morale, motivation and a spirit of ethical teamwork, in achieving exceptional results.

The combined development of skills at steps 1 through 3 provides an individual with a level of competency rated as having achieved leadership mastery.

To reach this standard, an individual is required to select those skills considered to be most relevant to both current role and planned future progression.

Competency in a minimum of FIVE skills at each performance level would be necessary to qualify for a certificate issued by Skillogy Academy and recognised by the Chartered Management Institute.

Skillogy PERFORM™ Performance Development Pathway



STEP 1 | INDIVIDUAL CONTRIBUTOR | SELF MASTERY

An Individual Contributor works effectively with team members by contributing individual talent, skills and abilities in the achievement of team objectives and success. Skillogy PERFORM™ starts you on the right path. Here are the first two performance building skills for you to consider and undertake.

SELF PERFORMANCE | PERFORMANCE BUILDING SKILLS | *LIFE PLANNING | Wellness and Advancement | Stress Management*

Wellness and Advancement | Introduction and 10 ability tutorials



Today, there is a strong emphasis on wellness and this course focuses on making you aware of and making choices towards a more successful life.

Introduction | Baseline and Final Assessments

Tutorial 1 | Personal wellness and resilience

Tutorial 2 | Self-assessment and change

Tutorial 3 | Relationships

Tutorial 4 | Intellect

Tutorial 5 | Career

Tutorial 6 | Health

Tutorial 7 | Spirituality

Tutorial 8 | Emotions

Tutorial 9 | Leisure

Tutorial 10 | Finances

SELF PERFORMANCE | PERFORMANCE BUILDING SKILLS | *LIFE PLANNING | Wellness and Advancement | Stress Management | continued*

STRESS MANAGEMENT | Introduction and 7 ability tutorials



Work stress has been described as the ‘wear and tear’ caused by your working life. In recent times, stress at work has seen a rapidly rising trend.

Introduction | Baseline and Final Assessments

Tutorial 1 | Stress recognition

Tutorial 2 | Stress source awareness

Tutorial 3 | Stress coping options

Tutorial 4 | Workload stress reduction

Tutorial 5 | Job clarity stress reduction

Tutorial 6 | Relationship stress reduction

Tutorial 7 | Job fit stress reduction

SELF PERFORMANCE | PERFORMANCE BUILDING SKILLS | *BEHAVIOUR Emotional Intelligence | Personal Communication | Personal Contributions | Work Personality*

EMOTIONAL INTELLIGENCE | Introduction and 6 ability tutorials



A substantial body of evidence suggests that Emotional Intelligence (EI) is closely related to workplace success for individuals, teams, managers and leaders.

Introduction | Baseline and Final Assessments

Tutorial 1 | Understanding EI

Tutorial 2 | Managing your emotions

Tutorial 3 | Self awareness

Tutorial 4 | Self-management

Tutorial 5 | Social awareness

Tutorial 6 | Relationship management

PERSONAL COMMUNICATION | Introduction and 8 ability tutorials



It is estimated that some 70% of your work time is spent in some form of communication or another. With so much practice and experience it would appear that we are all experts but that is not the case.

Introduction | Baseline and Final Assessments

Tutorial 1 | Positive communication

Tutorial 2 | Reducing barriers

Tutorial 3 | Effective listening

Tutorial 4 | Effective speaking

Tutorial 5 | Positive body language

PERSONAL COMMUNICATION | continued

Tutorial 6 | Effective writing

Tutorial 7 | Effective reading

Tutorial 8 | The digital age

PERSONAL CONTRIBUTIONS | Introduction and 10 ability tutorials

What you achieve at work is dependent on the contributions you make to your team. This is the sum of the skills you willingly give to others or you add towards a common goal or result.

Introduction | Baseline and Final Assessments

Tutorial 1 | Planning

Tutorial 2 | Decision making

Tutorial 3 | Activity

Tutorial 4 | Vision

Tutorial 5 | Influence

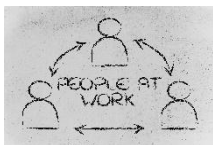
Tutorial 6 | Involvement

Tutorial 7 | Stability

Tutorial 8 | Hard work

Tutorial 9 | Ideas

Tutorial 10 | Change

WORK PERSONALITY | Introduction and 8 ability tutorials

What you achieve at work is dependent on the contributions you make to your team. This is the sum of the skills you give to others or add towards a common goal or result.

Introduction | Baseline and Final Assessments

Tutorial 1 | Energy and Drive

Tutorial 2 | Willpower

Tutorial 3 | Spontaneity

Tutorial 4 | Maturity

Tutorial 5 | Confidence

Tutorial 6 | Flexibility

Tutorial 7 | Foresight

Tutorial 8 | Risk awareness

Tutorial 9 | Adaptability

SELF PERFORMANCE | PERFORMANCE BUILDING SKILLS | *PRODUCTIVITY*
Personal Organisation | Priority Management | Thinking Abilities | Time Management**PERSONAL ORGANISATION | Introduction and 6 ability tutorials**

For most people, personal organisation seems to have a considerable effect on general feelings and moods. You have good days and bad days. If you feel well organised, you have a positive sense of well-being. You feel on top of your work and in control.

Introduction | Baseline and Final Assessments

Tutorial 1 | Staying on top

Tutorial 2 | Daily disciplines

Tutorial 3 | Clear desk

Tutorial 4 | Handling paperwork

Tutorial 5 | Handling interruptions

Tutorial 6 | Handling telephone work

PRIORITY MANAGEMENT | Introduction and 6 ability tutorials

For many people, managing priorities often causes a potential source of conflict. The correct behaviour is summarised in the phrase 'what you do second, is equally important to what you do first'.

Introduction | Baseline and Final Assessments

Tutorial 1 | Defining 'A' Priority work

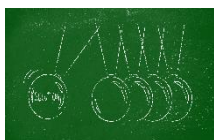
Tutorial 2 | Understanding priority of time

Tutorial 3 | The problem of residual time

Tutorial 4 | 'A' Time

Tutorial 5 | Scheduling personal work

Tutorial 6 | 'A' Time planning

THINKING ABILITIES | Introduction and 8 ability tutorials

Your ability to think is probably your greatest asset at work. Everything you say and do will be touched in some way by what is in your mind. Your performance and achievements are a direct function of your thinking abilities.

Introduction | Baseline and Final Assessments

Tutorial 1 | Intelligence

Tutorial 2 | Conceptual thinking

Tutorial 3 | Analytical thinking

Tutorial 4 | Breadth of thinking

Tutorial 5 | Distancing

Tutorial 6 | Intuition

Tutorial 7 | Mental agility

Tutorial 8 | Memory

TIME MANAGEMENT | Introduction and 8 ability tutorials



Time, like capital or human skills, is a resource that has to be managed effectively. It is also a limited resource. Effective time management is critical when time is at a premium and workloads are on the increase. In essence, the aim is to achieve the right things, at the right quality, at the right time.

Introduction | Baseline and Final Assessments

Tutorial 1 | Time analysis

Tutorial 2 | Focus on 'A' Priority work

Tutorial 3 | Controlling time structure

Tutorial 4 | Focus on investing time

Tutorial 5 | Start times and deadlines

Tutorial 6 | Time drivers and attitudes

Tutorial 7 | Avoiding procrastination

Tutorial 8 | Productive working hours

Skillogy PERFORM™ Performance Development Pathway



STEP 2 | COMPETENT MANAGER | MANAGER MASTERY

A competent manager organises team members, groups and other types of resources, in the efficient and effective achievement of objectives and results.

MANAGER PERFORMANCE | PERFORMANCE BUILDING SKILLS | *DECISION-MAKING | Decision Judgement | Decision Management | Information Management*

DECISION JUDGEMENT | Introduction and 6 ability tutorials



Decision judgement involves the step-by-step process from problem definition to implementation. It highlights the importance of qualitative information and the impact of unstructured decisions.

Introduction | Baseline and Final Assessments

Tutorial 1 | Information quality

Tutorial 2 | Decision involvement

Tutorial 3 | Decision importance

Tutorial 4 | Risk assessment

Tutorial 5 | Decision timing

Tutorial 6 | Decision robustness

DECISION MANAGEMENT | Introduction and 6 ability tutorials



Decision management looks at your ability to plan and control the decision-making process so that better quality decisions are made at the right time.

Introduction | Baseline and Final Assessments

Tutorial 1 | Decision objectives

Tutorial 2 | Decision factors

Tutorial 3 | Decision options

Tutorial 4 | Decision making

Tutorial 5 | Decision presentation

Tutorial 6 | Decision implementation

INFORMATION MANAGEMENT | Introduction and 6 ability tutorials



Information encompasses every aspect of your job. Throughout the work process you use it, produce it, pass it on and communicate it.

Introduction | Baseline and Final Assessments

Tutorial 1 | Information needs

Tutorial 2 | Information quality

Tutorial 3 | Information quantity

Tutorial 4 | Information timing

Tutorial 5 | Storage and retrieval

Tutorial 6 | Information flow

MANAGER PERFORMANCE | PERFORMANCE BUILDING SKILLS | *PROCESS*
OUTPUT | Teamwork | Objective Setting | Delegation Management**TEAMWORK | Introduction and 10 ability tutorials**

Each team has a unique 'team personality' made up from the individuals that form it. It is this aspect that determines how effectively the team works together, the quality of their performance and what they are capable of achieving.

Introduction | Baseline and Final Assessments

Tutorial 1 | Team expertise

Tutorial 2 | Objective setting

Tutorial 3 | Decision involvement

Tutorial 4 | Team security

Tutorial 5 | Team reviews

Tutorial 6 | Team harmony

Tutorial 7 | Team direction

Tutorial 8 | Team decisions

Tutorial 9 | Policy agreement

Tutorial 10 | Team discussions

OBJECTIVE SETTING | Introduction and 7 ability tutorials

Objective setting is the foundation of all good management. Without objectives, you will never be able to focus on achievement, nor manage all the various aspects of your work and working relationships.

Introduction | Baseline and Final Assessments

Tutorial 1 | Defining performance areas

Tutorial 2 | Defining key factors

Tutorial 3 | Defining objectives

Tutorial 4 | Classifying objectives

Tutorial 5 | Defining work objectives

Tutorial 6 | Creating team objectives

Tutorial 7 | Agreeing and updating objectives

DELEGATION MANAGEMENT | Introduction and 8 ability tutorials

Delegation management examines your ability to plan and control the allocation of work within your team in order to maximise resources. Delegation is based on clear objectives, regular reviews and feedback.

Introduction | Baseline and Final Assessments

Tutorial 1 | Early delegation

Tutorial 2 | Planning

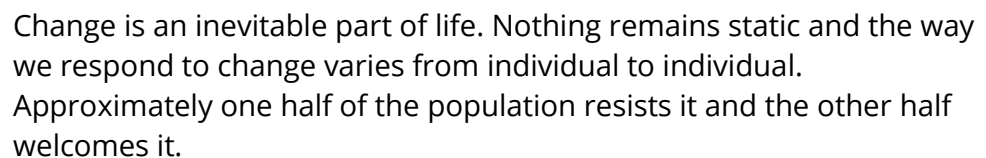
Tutorial 3 | Delegate choice

Tutorial 4 | Positive attitudes

Tutorial 5 | Risk control

Tutorial 6 | Delegate briefing
Tutorial 7 | Reviewing
Tutorial 8 | Debriefing

CHANGE MANAGEMENT | Introduction and 7 ability tutorials



- Introduction | Baseline and Final Assessments
- Tutorial 1 | Understanding Change Management
- Tutorial 2 | Personal and process ability
- Tutorial 3 | Generating and evaluating change
- Tutorial 4 | Creating the change team
- Tutorial 5 | Focus on resistance
- Tutorial 6 | Implementing change
- Tutorial 7 | The learning organisation

An interesting aspect of job knowledge is that the majority of people believe they have a full understanding of their job until they are asked to fully explain it.

- Introduction | Baseline and Final Assessments
- Tutorial 1 | Work experience
- Tutorial 2 | Work responsibility
- Tutorial 3 | Specialist knowledge
- Tutorial 4 | Job clarity
- Tutorial 5 | Critical success factors
- Tutorial 6 | Personal development

People are a vital element in any organisation and managing and leading people is critically important for every manager. The following ability tutorials cover the key people management skills that contribute fully to organisational effectiveness.

Introduction | Baseline and Final Assessments

HUMAN RESOURCE MANAGEMENT | continued

- Tutorial 1 | Key principles
- Tutorial 2 | Recruitment and selection
- Tutorial 3 | Training and development
- Tutorial 4 | Performance management
- Tutorial 5 | Talent management
- Tutorial 6 | Conflict and discipline

PROJECT MANAGEMENT | Introduction and 7 ability tutorials



Project management is simply a combination of steps and techniques for keeping the budget and schedule in line. A successful project manager demonstrates particular team building skills and develops a thorough knowledge of the team's strengths and the project's needs.

- Introduction | Baseline and Final Assessments
- Tutorial 1 | Project initiation
- Tutorial 2 | Project planning
- Tutorial 3 | Critical path analysis
- Tutorial 4 | The project team
- Tutorial 5 | Creating the project budget
- Tutorial 6 | Monitoring progress
- Tutorial 7 | Project closure and evaluation

Skillogy PERFORM™ Performance Development Pathway



STEP 3 | EFFECTIVE LEADER | LEADERSHIP MASTERY

An effective leader harnesses commitment to a compelling vision and achieves consistently high levels of performance from self and team members.

As an authentic leader, these individuals inspire passion, confidence, engagement, loyalty, high morale, motivation and a spirit of ethical teamwork, in achieving exceptional results.

LEADER PERFORMANCE | PERFORMANCE BUILDING SKILLS | *INTEGRITY | Ethical Leadership | Personal Character*

ETHICAL LEADERSHIP | Introduction and 7 ability tutorials



Leaders are powerful people who are able to exercise considerable influence over other people. It is one thing to be a charismatic or inspirational leader but using our leadership gifts, skills and abilities in an ethical way, is equally important.

Introduction | Baseline and Final Assessments

Tutorial 1 | Business ethics

Tutorial 2 | Leadership strategies

Tutorial 3 | Creating a positive culture

Tutorial 4 | Managing self

Tutorial 5 | Inspirational leadership

Tutorial 6 | Vision into action

Tutorial 7 | Leadership and diversity

PERSONAL CHARACTER | Introduction and 8 ability tutorials



Personal character is the sum of your moral and ethical qualities. It is these same qualities that provide the foundation for your working relationships.

Introduction | Baseline and Final Assessments

Tutorial 1 | Honesty

Tutorial 2 | Trust

Tutorial 3 | Tolerance

Tutorial 4 | Kindness

Tutorial 5 | Respect

Tutorial 6 | Resilience

Tutorial 7 | Emotional security

Tutorial 8 | Loyalty

LEADER PERFORMANCE | PERFORMANCE BUILDING SKILLS | VISIONING |
Transforming Leadership | Creativity and Originality | Innovation |
Organisation Knowledge

TRANSFORMING LEADERSHIP | Introduction and 7 ability tutorials



Transforming leadership is about leaders having a transforming approach to their work and lives. They operate from a set of core beliefs about people that when displayed and operated upon, motivate them to perform effectively and contribute to the development of the organisation.

Introduction | Baseline and Final Assessments

Tutorial 1 | Information needs

Tutorial 2 | Information quality

Tutorial 3 | Information quantity

Tutorial 4 | Information timing

Tutorial 5 | Storage and retrieval

Tutorial 6 | Information flow

Tutorial 7 | Information flow

CREATIVITY AND ORIGINALITY | Introduction and 7 ability tutorials



Leadership is about finding creative solutions to problems and identifying the most appropriate course of action. Both managers and leaders need to be able to demonstrate how the power of their imagination can build on original thoughts to create solutions and plans which enhance performance.

Introduction | Baseline and Final Assessments

Tutorial 1 | Creative process

Tutorial 2 | Areas of creativity

Tutorial 3 | Creative personality

Tutorial 4 | Problem-solving

Tutorial 5 | Creative techniques

Tutorial 6 | Creative environment

Tutorial 7 | Creative imitation

INNOVATION | Introduction and 7 ability tutorials



Innovation is a special and highly regarded ability in people at work. The organisations that are the most successful at innovation will gain leadership in their field or activity.

Introduction | Baseline and Final Assessments

Tutorial 1 | Corporate innovators

Tutorial 2 | Sources of innovation

Tutorial 3 | Screening innovations

INNOVATION | continued

- Tutorial 4 | Concept testing
- Tutorial 5 | Business planning
- Tutorial 6 | Development testing
- Tutorial 7 | Launch and post-launch

ORGANISATION KNOWLEDGE | Introduction and 7 ability tutorials

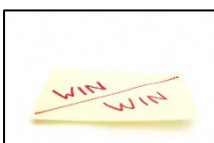
Achieving optimum performance and long-term success, means all organisations have to respond and adapt to the external environment. Job specifications are conditioned by the plans that need to be followed, in order to change.

- Introduction | Baseline and Final Assessments
- Tutorial 1 | General environment
- Tutorial 2 | Organisation strategy
- Tutorial 3 | Values
- Tutorial 4 | Market awareness
- Tutorial 5 | Structure and work patterns
- Tutorial 6 | Management style
- Tutorial 7 | Key facts

**LEADER PERFORMANCE | PERFORMANCE BUILDING SKILLS | *ENGAGEMENT*
Motivating People | *Persuasion and Negotiation* | *Power and Influence* |
*Meetings Management*****MOTIVATING PEOPLE | Introduction and 5 ability tutorials**

Leaders and managers are unlikely to be effective if they do not understand the theories and practices of motivation. What you believe about people materially affects the way your team reacts to you and your leadership.

- Introduction | Baseline and Final Assessments
- Tutorial 1 | The working environment
- Tutorial 2 | Positive engagement
- Tutorial 3 | Recognising problems
- Tutorial 4 | The leader's role
- Tutorial 5 | Creating a winning team

PERSUASION AND NEGOTIATION | Introduction and 7 ability tutorials

Much of what you achieve will depend on your ability to persuade other people. In many respects persuasion is the highest form of communication.

- Introduction | Baseline and Final Assessments
- Tutorial 1 | Persuasion

PERSUASION AND NEGOTIATION | continued

- Tutorial 2 | Negotiator's outlook
- Tutorial 3 | Planning: focus on objectives
- Tutorial 4 | Planning: focus on your counterpart
- Tutorial 5 | Planning: focus on strategy
- Tutorial 6 | Negotiation process
- Tutorial 7 | Negotiation tactic

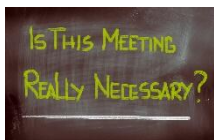
POWER AND INFLUENCE | Introduction and 5 ability tutorials



Managers and leaders use power every day; many feel reluctant to use it or admit it is part of their job. Using power effectively is an important skill and by developing influencing techniques, can lead to improved team effectiveness.

- Introduction | Baseline and Final Assessments
- Tutorial 1 | Sources of power
- Tutorial 2 | Using power
- Tutorial 3 | Influencing others
- Tutorial 4 | Impression management
- Tutorial 5 | Empowering others

MEETINGS MANAGEMENT | Introduction and 8 ability tutorials



People at work spend a substantial amount of time in meetings; a typical manager or leader can spend half of their work time in meetings of one sort or another.

- Introduction | Baseline and Final Assessments
- Tutorial 1 | Meeting selectivity
- Tutorial 2 | Meeting objectives
- Tutorial 3 | Agenda planning
- Tutorial 4 | Participant selection
- Tutorial 5 | Meeting preparation
- Tutorial 6 | Time management
- Tutorial 7 | Leading the meeting
- Tutorial 8 | Action planning