



STEVE HERZBERG - PRESENTING, LEADERSHIP, SALES

Leading for Success



Date: 16th and 17th August, 2017 (Melbourne)

Time: 9.00am – 4.30pm

(Morning tea, lunch and afternoon tea included)

Venue: Cengage Learning

Level 7, 80 Dorcas Street, South Melbourne

Cost: \$1750 plus GST

Early bird: \$1250 plus GST if booked by the 30th June

For more information, please go to www.nrgsolutions.com.au and click on public programs

“Excellent 2-day workshop, content and delivery. It was very interactive with lots to consider.” – Michelle Boyle, Elanora Country Club – May, 2017

“Thank you for a brilliant 2 days. A very inspiring course.” – Chris Nott, Vita group – May, 2017

“Excellent as expected as I have been to your past sessions.” – Robert Yen, Cengage – May, 2017

For more information or to enroll please call Michaela on 0403 270 433 or michaela@nrgsolutions.com.au

Program Overview – Day 1

Module 1 – How great leaders communicate

- What are the 7 key traits in great leaders
- Understanding your natural leadership style
- How to balance developing relationships with obtaining results
- The link between goal setting and personal and career success
- The difference between managing people and leading them
- DISC profiling and understanding your natural and adapted leadership style
- Why leaders need to delegate
- Three classic delegation mistakes
- Developing what, why and how statements to assist you to delegate more effectively
- Assessing your listening skills and your cultural, gender and generational biases
- Building resilience – the 30-day challenge



Module 2 – High performing teams

- The 7 key traits you see in high performing teams
- The 5 common characteristics in underperforming teams
- The leaders' role in building a high performing team
- Building a culture of excellence in your team
- How to gain contributions of value from each member of your team
- Assessing the strengths and the gaps of your team
- 7 strategies for motivating your staff
- How to attract and retaining great people to your team
- Getting the right people in your team into the right roles
- Generating more creative ideas from your team



Program Overview – Day 2

Module 3 – Coaching and effective feedback

- What is coaching at work in 2017 and why is it so important
- Why leaders must become better coaches
- The GROW coaching model
- Empowering your staff to achieve their goals
- Skill v Will model for your staff
- 16 reasons why your staff don't do what they should do
- How to predict future results more effectively
- Knowing the difference between following up with someone and micro managing them
- The delicate art of feedback
- Why people can become defensive when receiving feedback
- How to act on and process the feedback you receive



Module 4 – Dealing with difficult people

- Staying calm and poised when under pressure
- Finding solutions and options that satisfy both parties needs
- 3 effective strategies for dealing with difficult people
- Seeing the issue from the other persons point of view
- Understanding why certain types of people annoy you
- Understanding how to not take things personally
- Separating the person from the problem
- The 5 A's for handling complaints
- The A.B.C.D.E.F. method for difficult customers
- Processing what you've learnt from each experience



Testimonials

“Excellent 2-day workshop, content and delivery. It was very interactive with lots to consider.” – **Michelle Boyle, Elanora Country Club – May, 2017**

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“I just wanted to say thanks so much for the leadership training I was lucky to participate in with you this week. It was one of the best training courses I've done. You created a really comfortable, positive, personalised environment and a great energy and vibe within the group. You imparted some excellent words of wisdom and practical techniques that I know I'll use. I feel really energised and inspired now, and more confident in my new role as a manager. It was a great pace, a good variety of activities to keep it fresh and interesting, and getting to know new people and their ideas was a real bonus too.” – **Annabel Smith, Cengage – August, 2016**

“Everything covered was relevant and informative which I can use on a daily basis.” – **Marisa Costa, De Lorenzo – August, 2016**

“The 2-day workshop was clear and personable. I had experienced a management course that touched on some similar methodologies but Steve's delivery and depth was far better.” – **Joseph Shipp, Cengage – August, 2016**

“An excellent delivery of the course with relevant and practical tips to put into practice at work, home and the soccer pitch.” – **Anthony Masters, BHGC – August, 2016**

“A lovely mix of theory and practical. Warm presenter and overall very empowering”. – **Kristina Platt, The Fred Hollows Foundation – May, 2016**

“I enjoyed the program and will take away lots of ideas and tools to become a better leader. Steve was extremely knowledgeable, friendly and very approachable”. – **Chanelle Afford, The Fred Hollows Foundation – May, 2016**

“This program was great for me as an Area Manager as I was hungry for new tricks and tactics. I now have a few more”. – **Grant Barnes, The Fred Hollows Foundation – May, 2016**

“Steve is a fantastic presenter, enthusiastic, engaging and makes all of the subjects interesting. The program was informative and interesting”. – **Tegan Purcell, Avondale Golf Club – March, 2016**

“Articulate, intelligent and interesting. The program content was pitched well for a large group”. – **Roz Connolly, Avondale Golf Club – March, 2016**

“Steve is extremely professional and an excellent coach / facilitator”. – Paul Patterson, Avondale Golf Club – March, 2016

“Steve was great as always. The program has helped me to become a better leader.” – Jaswant Singh, Wardy IT

“This program was very relevant and I can take forward to my role some great ideas. Steve reads people very well and addresses everyone’s needs.” –

Christine Devine, Cambridge University Press

“We have run a number of programs through Steve and NRG Solutions. Each and every time you know that not only will you get a quality product delivered with NRG and passion, but also that you will see an instant change in your leaders once back in the business. It’s the ability to turn theory into tangible outcomes that is the true key to NRG’s success.” – Campbell Morrison, ANZ Bank

“What a great program where I learnt so much about myself. I actually had another training day on change management a few weeks after our final session and this made me realise how good the NRG Leading for Success program really was. Thanks again for such an enjoyable program.” – Aiden

Christopherson, ANZ Bank

“Steve has unique skills in pitching his story to a varied audience keeping all participants stimulated throughout the sessions. We believe NRG Solutions have delivered excellent value to our organisation.” –

Peter Metcalf, Talman

