LEADERSHIP
TRAINING & COACHING

for engaged, productive teams, and excellent customer experience

did you know?

84% of employees come to work and don't contribute as much as they could be because they aren't engaged.

Employees working from home are more engaged than the ones having to commute.

Gender and generation don't play an important part in the level of (dis-) engagement.

1

company culture

Culture, "cultus" in Latin, means "care". We are sure that, as a leader, you understand how important your company culture is in getting you the desired results. It is your people who constitute the company culture and how you select and lead them will find its reflection in the company's success.

Our mission is to help you show how much you care by helping your leaders and teams become the best employees (and human beings) they possibly can through our carefully designed training and coaching. We aspire to be the training provider-to-go when a leader looks for ways to continually improve their own and their team's skills in their striving for excellence.

Have a look at the selection of our bite-size training sessions.

We tailor training and coaching sessions to you and are able to design training on demand.

core
leadership skills

1

7 Steps to Trust
This is a simple session designed to provide three specific outcomes: 1. Explore some of the dynamics of trust in the workplace 2. Develop an understanding of seven proactive leadership behaviours that can help (re)build trust 3. Have participant identify how they could use the strategies based on their previous experience with trust (or lack of) in the workplace. This session lends itself to a group discussion format, rather than information overload. It aims to have participants exploring the complexities of trust and trust building strategies.

2

How to communicate with and influence different personality types
This session is designed to teach people how to understand (and appreciate) differences. In addition, people will learn how to say the same thing, in a different way, depending on the person that they are talking to. This is designed to be a simple session with specific outcomes: 1. Understand how people differ 2. Understand the DISC behavioural profiling tool 3. Understand how to identify a person's primary behavioural style 4. Understand how to best influence each of the DISC styles
This is designed to be a light-hearted session where people can have an occasional well-intentioned laugh about the different styles of people.

3

How to lead with purpose
This session is designed to introduce the concept of using the organisation's purpose as a key pillar of influence. By communicating the organisation's purpose and how day-to-day behaviours do (or do not) align with that purpose, leaders can effectively influence people to change both their thinking and their behaviour. This module will briefly review the following: 1. Supporting research 2. On purpose thinking 3. On purpose behaviour 4. Purpose as a facilitator of change 5. Developing your own purpose as a leader.

Psychological safety is key.

According to research carried out by Google, the biggest factor behind effective teams turns out to be **PSYCHOLOGICAL SAFETY.** What is "psychological safety"?

It is TRUST. If you want to create an innovative and effective team, you will need to focus on building trust in your teams.

What's the current level of trust in your team?

4

Employee engagement

This is a simple session designed to provide three specific outcomes:
1. An overview of some of the contemporary research into Employee Engagement,
2. Have participants identify with their top leadership challenges, and
3. A brief description of the most practical leadership skills that managers can implement "now" to improve Employee Engagement.

The leadership skills are fleshed out more fully in other modules. The reason for presenting them here in a summary form is to set the stage for learning practical, real skills that people can implement immediately. These modules do not get bogged down in theory.

5

6 Steps to empowering your team

This is designed to be a simple session to provide two specific outcomes:
1. An understanding of what empowerment is, and
2. A detailed look at 6 leadership and environmental factors that contribute to employee empowerment and how to create them

6

Practical performance management

The main aim of this session is to give people the focus, confidence and entry level strategies to have performance conversations in the workplace. This session begins by reviewing some key Engagement levers and relating these to the need for performance conversations. Then the session looks at type of performance conversations, some common scenarios and the skills to handle those scenarios. This session lends itself to meaningful group discussion and experience sharing..

As a leader, you will want to support and **enhance the talents of your team**.

How? You can't be everywhere at the same time, you have a million other jobs to do such as processes, systems and project management activities. That's right, and you don't have to. Sometimes, it just takes thought to create attractive opportunities that your team members will appreciate and feel like you care. Because you do care, right?

How committed are you to increasing the level of trust in your teams and what steps will you take to achieve it?

7

Dealing with challenging behaviour

A simple session to provide three specific outcomes: 1. An awareness of what difficult behaviour is, 2. Be able to accurately describe difficult behaviour when it occurs, and 3. Understand some basic approaches to managing difficult behaviour at work.

8

Situational Service

The purpose of this module is to bring an awareness that each customer interaction is different and that the service provider's approach needs to vary with the situation. This session outlines the Situational Service model and includes 4 different Service styles. This session then goes on to explain Customer Readiness as a way of determining which style to use in any given situation.

9

Idea generation for problem solving

In this session, learn how to define a problem to be able to tackle it effectively. Discover a range of techniques which you can use to generate ideas for solving problems, and identify which techniques could work best for your team.

10

QII Time Management

This session addresses time management from the perspective of self-leadership. The session is packed with useful diagrams and models to help people begin to understand that setting priorities and focusing on being effective is more important than trying to cram more in.

11

Making team meetings work
This workshop is a reminder of the purpose of meeting together and showcases practical ways to increase effective of team meetings.

12

How to beat procrastination, build motivation and reduce the stress in your life
The workshop is for those who are ready to commit to change, but just need an extra push to be more, do more and have more.
This workshop will talk you through the strategies to beat procrastination and regain control over your life. It will also provide an opportunity to reflect, take stock and plan being equipped with the strategies that will make it pretty straightforward. We are the reason behind the majority of stress in our life, which is great news as we can change the way we approach.
Key takeaways
- Why we procrastinate
- Key strategies to beat procrastination
- Complementary strategies to reinforce them

13

An inside out approach to leadership
This session moves away from the traditional leadership "traits" approach. Instead, this session encourages participants to firstly focus on how "ready" a person is to follow your lead. This session shows participants how they can vary their leadership style to best match with the followers' readiness level.

The number one key to a fulfilled life is that we grow.
When you provide opportunities for growth, you show your employees that you care about them beyond the duties of their job.

TONY ROBBINS

14

The first-time supervisor

As the name suggests, this session is designed for those people who are new to the role of supervisor. This session is designed to achieve two main outcomes; • Firstly, to delve into the differences between being a team member and a team leader, and • Secondly to provide participants with a handful of useful supervisory skills This session lends itself to good amounts of idea sharing and group discussion. There will be lots of good gems that will come out.

15

4 Ways to grow your sales

This is a simple session designed to provide three specific outcomes: 1. Focus salespeople onto just 4 areas of performance improvement 2. Understand "sales mathematics" and how small improvements can multiply to a big result, and 3. Understand the type of strategies associated with each of the 4 areas of sales improvement. You can expect salespeople to become excited by the numbers and simple strategies revealed in this session.

16

How to conquer fear

Self-leadership and leadership skills can help minimise the detrimental impact of fear on our lives, businesses and economy. As always, it's not the circumstances but our response that will make the biggest impact.
As Nitin Nohria, Dean of the Harvard Business School says, in crisis management, "The goal is not to create specific rules for responding to specific threats but to practise new ways of problem solving in an unpredictable and fast-changing environment."

who are we?

Kaizen Continuous Improvement Coaching Studio is a coaching and training consultancy.
The founder, Hanna Magdziarek, has been coaching and teaching adults for 15 years, having worked with clients such as Imperial College London, Santander Bank and Transport for London.

KCICS specialises in helping professional services managers build engagement, transform their teams and increase productivity and, thus, profitability generated by their teams.

We use a variety of coaching and training tools and techniques making the most of the recent research on the neuroplasticity of the human brain, galvanising teams and individuals to make the challenge of change.

We are advocates of mental health and wellbeing being driven by the mission to help others develop a resilient and positive mindset and emotional intelligence.

We are also fans of the Lean methodology which underpins our approach and our offering.

We believe a structured and tools-oriented approach is the way to sustainable change.

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