

# Skill Shots - Short Presentations and Workshops

Often you have limited time available – you just want a quick interactive and powerful learning session for your staff: a Skill Shot.

Choose from a wide variety of topics, which we can deliver as a one-hour 'lunch and learn session', a keynote at your conference or as a short workshop.

We are able to give short presentations on just about any soft-skill topic you can think of.

Some topic ideas:

## ***Leadership Skill Shots***

- AI – Appreciative Inquiry
- Accountability at work
- Authentic leadership
- Becoming the boss: how to transition from peer or friend
- Behavioural interviewing styles
- Boosting employee engagement
- Building an innovating organisation
- Business acumen
- Change management
- Charisma: a skill you can develop
- Coaching for leaders
- Courageous conversations
- Creating a feedback culture
- Creating a high-performance culture
- Creating a vision
- Creating behavioural change
- Crisis management
- Cultural diversity
- Delegating skills
- Getting into and staying in big picture thinking
- How to successfully form a new team
- Leading a virtual team
- Managing gen-Y
- Managing professionals

- Managing underperformance
- Why employees underperform
- Measuring performance
- Mentoring
- Motivating and empowering
- Performance appraisals
- Servant leadership
- Teamwork
- The Five Dysfunctions of Teams
- Values-based leadership
- Women in leadership

## ***Communication and Interpersonal Skills***

- Assertiveness
- Body language
- Breaking down silos
- Building trust and rapport
- Communicating with emotional intelligence
- Conflict resolution
- Dealing with different generations
- Dealing with difficult colleagues
- Getting things done through others
- How to listen to understand
- Interpersonal Skills
- Making the most of millennials and gen-Y
- Negotiation tips from pros
- Negotiating with colleagues and stakeholders
- Overcoming negative colleagues
- Phone skills
- Powerful first impressions
- Resolving conflict
- Storytelling
- Strategic stakeholder management
- The secrets of influence

## **Professional Effectiveness**

### **Decision making**

Behavioural Economics – how we decide  
Courage in the workplace  
Critical thinking  
Decision making  
Idea generation  
Innovation and creative thinking  
Problem solving

### **Operations**

Continuous improvement  
Creating a culture of innovation  
Lean Six Sigma

### **Presenting**

Advanced presentation skills tips  
Engage audiences presenting financials  
Managing nerves during presentations  
PowerPoint tips for powerful presentations  
Presentation skills  
Public speaking for beginners

### **Self leadership**

Career skills for graduates  
Initiative and personal leadership  
Knowing yourself  
Optimism  
Personal leadership  
Professional networking  
Networking within your organisation  
Resilience under change

### **Time Management**

Goal setting  
How to work hard, have a happy family life and live healthily  
Managing emails productively  
Managing productive meetings  
Managing stress  
Mind mapping  
Personal and team effectiveness  
Personal productivity  
Speed reading  
The multi-tasking myth  
Time management  
Work-life balance

## **Internal and External Customer Service**

### **Customer Service**

CX: creating customer experience  
Customer service essentials  
Customer service over the phone  
Dealing with aggressive people  
Dealing with difficult members of the public  
Dealing with difficult customers  
Email writing for customer service people  
Internal customer service  
Managing difficult and emotional customers

### **Sales and Commercial Relationships**

Account management  
Building a professional network  
Building client relationships  
Getting to 'Yes'  
Negotiation secrets  
Consulting skills  
SPIN sales  
Strategic selling

### **HR**

Bullying and harassment  
Career management  
Diversity  
Job design  
Recruiting talent  
Retaining staff  
Succession planning  
Talent management

### **Train the Trainer**

Emotional intelligence for trainers and facilitators  
Facilitation secrets  
Quick tips for workplace trainers  
The manager as a trainer  
Training colleagues in group sessions  
Training Needs Analysis  
Training on-the-job

Call us to discuss how we can deliver a Skill Shot on virtually any soft-skill topic.