



Training Package Creator

Below you will find information on the training programs that Sam D'Angelo delivers.

These programs can be customised to suit Organisational needs. They can also be enhancing to provide in-depth training and discussion on a topic.

For half day training programs, it is recommended to select a maximum of 1 – 2 topics from the list below.

For a full day training program, it is recommended to select a maximum of 3 topics from the list below.

Training Topics:

Leadership Training

- Employee Engagement
- Lead with Purpose
- Leading with Style
- The First Time Supervisor
- 6 Steps to Empowerment
- An Inside Out Approach to Leadership
- Dealing with Difficult Behaviour
- Practical Performance Management

Team Skills Training

- 7 Steps to Trust
- Understanding the Patterns of People
- 7 Steps to a Winning Team
- Communication Skills
- Advanced Communication Skills
- Productivity Training
- QII Time Management



Training Topic Descriptions:

Leadership Training

Employee Engagement: This is a session for anybody in the business who supervisors' others. This session looks at the key drivers of employee engagement along with the skills and strategies needed to become an engaging leader.

This session is ideal to help leaders become aware of the types of skills and strategies that they can work on to improve their leadership results.

Lead with Purpose: Being 'On Purpose' is the highest order of motivation for the human being. At work, people want to find meaning in work. When a team has a clear purpose statement motivation, productivity and harmony thrive. This session

examines the concept of purpose and helps people to articulate individual and team purpose. The session concludes by examining how a clear purpose contributes to better time management and increases in productivity.

Leading with Style: One of the challenges for a leader is that everybody on their team will have a difference behavioural style (based on their individual personality). By understanding personalities and behavioural styles a leader can achieve great

results with their team. This session examines how different personality styles behave (the positives and negatives). Participants will also learn how different styles like information presented to them, their general approach to decision making and how to best influence each personality type.

The First Time Supervisor: From Team Member to Leader: Making the transition to team leader can be summed up by the statement "what got you here won't keep you there". This session explores the new "management" activities that a Team Leader is likely to take on and how to manage the change and any associated resistance.

6 Steps to Empowerment: It is common for managers to want to empower their people. Unfortunately, their attempts often don't result in the performance levels desired. This session details 6 important strategies to empower team members to perform at their best.



An Inside Out Approach to Leadership: This session encourages leaders to ask themselves “what does my follower need?” rather than say “I’m a [certain style] of leader!” Taking this approach provides clarity and certainty for the leader and

encourages others to willingly follow. You’ll be given the opportunity to reflect on some of the people you lead and understand how to apply this model to your situation. You’ll be given the opportunity to reflect on some of the people you lead and understand how to apply this model to your situation.

Dealing with Difficult Behaviour: Difficult behaviour from customers (and team members) can have real effects on performance. It is a requirement that participants have completed the Understanding the Patterns of People module prior this session.

In this session participants are given strategies to deal with difficult behaviour in ways that can influence positive change and prevent escalation.

Practical Performance Management: This session focuses on giving feedback and leading the performance development discussion with employees. The aim of the workshop is to support you in conducting effective performance review discussions (both formal and informal) that contribute to the continued overall performance improvement of your team.

Team Skills Training

7 Steps to Trust: Trust is at the heart of performance, engagement and healthy relationships at work. Research published in the Harvard Business Review suggests that more than fifty percent of managers don’t trust their leaders. Another respected business commentator said that organisations are facing a ‘crisis of trust’. 7 Steps to Trust takes a refreshingly practical look into trust at work. This session examines grass roots strategies that build trust within teams are explored in detail.

Understanding the Patterns of People: Most people communicate to others as they like to be communicated to themselves. This is a function of their personality. Consequently, people tend to communicate well with personality types similar to themselves. However, the rest of the population can be a different story! Learn how to work effectively and influence the different (and difficult) customer personality types that you encounter each day in sales.



7 Steps to a Winning Team: Not only do top performing achieve tremendous results, they also do things differently to poorer performing teams. This session looks at 7 things that high performing team do and how these things fit together like pieces of a puzzle.

Communication Skills: Learn the basic communication skills to get the best out of your interactions with others.

Advanced Communication Skills: Learn the communication skills and strategies that matter most in building trust, rapport and influencing the behaviour of others.

This session covers roadblocks to communication, listening, assertiveness, providing feedback and more.

Productivity Training: Become a focused, high performing individual who is a time pacer and not a time racer.

QII Time Management: The urgency addiction is a problem in many businesses. People tend to wear "I'm Busy" like a badge of honour. In this session participants are asked to consider the tasks they do in terms of "importance" and "urgency". This helps people to focus on what matters most.

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