

Optimising People's Performance

with Chris Hughes

Emulate the most effective leaders to get your desired results from your people.

1 – 3pm: Day 1 (05.10.2021), Session 1:

World Class Thinking; Mastering the Inner Game with Resilience and Motivation for 'The Real World of Work'

Enable yourself to achieve long term, genuine and authentic levels of motivation, success and sustainability.

In this practically orientated session, Chris offers you a chance to reflect and discover new methods for maximising your own potential (and ultimately that of your team). It will include his genuinely useful approaches for dealing with the challenges of high level leadership and management, as well as how to;

- Maximise your potential and lead yourself to even more success
- Ramp up your own resilience and create authentic positivity in these uncertain times
- Boost and maintain your personal motivation for the long term
- Stay 'up' even when things are extremely challenging
- Spread your time between Spring, Summer and Autumn leadership zones
- Master your work life balance
- Achieve enjoyably
- Utilise any negativity to create positive outcomes
- Deal with inevitable knock backs and challenges well
- Master your inner game of success using 'The Line', 'Hot Iron' and 'SOC' models

Master your inner game and play to win.

"Chris provides high energy, thought provoking and usable business coaching. He has a knack of simplifying complex work issues and offers techniques to use that can really build business success."
PB, Regional Director, FTSE 100 Company

3 – 3.15pm: Coffee Break

3.15 – 4.45pm: Session 2:

Maximising the Impact of Your Communications

Enhance your long term success by maximising the impact of your communications.

Chris will discuss his practical techniques for transforming any communication into an effective and pain free interaction. He will share effective methods to ensure you are persuasive and make an impact in different situations (including delivering difficult messages) without being corny or 'salesy' and make sure that conversations are helpful and enjoyable for all concerned rather than consistent challenges.

Specifically, how to;

- Nurture the best mind-set for successful communication and challenging discussions
- Say the right things for each situation and context
- Structure your communications so they work every time

1 - 3.45pm: Day 2 (07.10.2021)

Optimising People's Performance

Softer skills for hard impact...

During this session Chris will share the softer skills and competencies which will maximise success in your role. Including how to;

- Thrive with change
- Achieve objectives quicker, more effectively and with the best results possible
- Optimise other peoples' performance
- Realise your vision (by keeping people on track and focused on their purpose)
- "Lift" people and get the best out of them even in difficult times
- Developing elite teams
- Ensure ownership and accountability
- Use "stop loss" delegation

Chris will share a combination of his succinct tools and techniques for practical implementation to ensure what you take away can be remembered and immediately applied. Each technique ensures sustainable progress and success. These include;

- The 'ABC' of performance
- The 'Solution Set'
- Understanding why people don't do what you want them to and how to change their thinking and behaviour so that they do
- "£1,000, £100 and £10 tasks" and how to utilise them to increase performance

You will leave with effective solutions to your real world challenges and practical tools and techniques to enable your people to optimise their behaviours and create the best results from their efforts.

(Coffee break during session)

3.45-4pm: Wrap up

Maximising your Leadership and Team Performance in Challenging Times

Olwyn Merritt

A Practical Toolkit

1.00 – 3.30pm: Day 3 (20.10.2021), Session 1:

Developing your Resilience and Agility as a leader in times of change

In this highly interactive session, Olwyn will work with participants and offer them practical strategies to:

- Understand how they personally respond to change and how to tame their saboteurs
- Lead people through change in a highly engaging way
- Craft five key messages that are essential for leaders to communicate when leading others through change
- Manage themselves better to get the results they want
- The key to finding their own mojo, keeping it and getting it back when they lose it
- How to develop a signature leadership style that sets them apart and ensures that they retain talent

3.30 – 3.45pm: Coffee Break

3.45 – 5.15pm: Session 2

Building and sustaining a high performing team: Part One

A leader achieves results and reputation through the team they lead. In this session, Olwyn takes a deep dive into the hallmarks of high performing teams and the practical steps that a leader can take to be highly effective and engaging. From her extensive experience in leading and coaching teams, Olwyn will share:

- The three essentials and the three enablers of all highly productive and engaged teams
- The four BEAR necessities that everyone needs to function well in a team
- What the best leaders do to empower their teams
- The four key coaching habits of a modern leader

1.00 – 3.30pm: Day 4 (21.10.2021), Session 1:

Building and sustaining a high performing team: Part Two

- How to be a highly effective team coach
- How to effectively give feedback in a way that builds confidence and capability
- Specific communication strategies when leading virtual, hybrid as well as cross cultural teams

3.30 – 3.45pm: Coffee Break

3.45 – 5.15pm: Day 4, Session 2:

Mastering Influencing without authority

Finance leaders are increasingly required to influence and collaborate with stakeholders beyond their functional area. This final session will include how to:

- Handle difficult people and situations
- Gain commitment and results through productive action
- Build coalitions and drive collaboration
- Defuse unnecessary conflict
- Apply the five optimum behaviours of highly influential leaders, learn why these behaviours work and how to master them.

You will leave the session with greater clarity and confidence, ready to tackle your own challenges. You will take away practical tools and techniques to apply to your leadership and achieve the best possible results through your teams and key stakeholders.

5.15 – 5.30pm: Wrap up and close

“Olwyn is doing a great job supporting many of our leadership team in Dell Technologies across EMEA - I have seen at first hand the very positive impact Olwyn's coaching has had on their development and growth - with so many examples of strong career development and advancement. I still often reference in career discussions my own direct coaching experience with Olwyn which had a massive impact on my leadership style, development and success over the last 10 yrs.”

*Aongus Hegarty,
President Dell Technologies*