



Team Refocus and Strategising

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

This workshop has been designed as a one-day teambuilding, yet customer-orientated workshop. Its main aim is to provide motivation to the team, whilst simultaneously addressing solutions needed to work related challenges. The workshop helps demonstrate the importance of emotional intelligence, effective communication, customer-focused thinking, teamwork, appreciation of diversity, stress management, and understanding individual roles within the organisation to enhance workplace relationships and productivity.

About this Course...

Reach for the Stars is an interactive team-building programme designed to strengthen workplace relationships, improve communication, and foster a greater understanding of individual and team contributions. Through practical activities and reflective discussions, learners develop emotional intelligence, customer awareness, and a stronger appreciation for diversity and collaboration in the workplace.

Who Should Attend this Course?

This course will benefit employees, team members, supervisors, administrators, customer service professionals, support staff, and any individuals seeking to improve workplace communication, teamwork, emotional intelligence, and customer service effectiveness. In a nutshell this course will benefit all staff - best attended by teams.

Outcome

The learners will be able to understand the principles of emotional intelligence and their impact on workplace performance, recognise the importance of empathy and effective communication in building positive relationships, apply customer-focused problem-solving techniques to improve service delivery, appreciate the value of teamwork and diversity, utilise practical stress-management strategies, and understand how their individual role contributes to organisational success.

Duration: 1 Day

Content

Topic	What You Will Learn
The Common Goal for the Day	• Putting the FUN back into our lives and work • Unpacked and visually represented by the delegates
Workplace Success Qualities	• Identifying qualities required for success • Recognising effective workplace behaviours • Exploring personal strengths and contributions • Building a shared vision of excellence • Reflecting on professional expectations
Emotional Intelligence	• What it is? • How it impacts on our lives and those around us leading to personal growth and increased productivity • The two basic emotions as a tool for understanding ourselves and others – our purpose in life remembered • Use of a polarity map as a decision making and motivational tool
Quick Drill Downs and Five Whys	• To walk away with specific goals to address in order to ensure that we remain focussed on self-motivation and self-fulfilment
Positive Thinking and Appreciation	• Practising gratitude exercises • Building resilience through positivity • Encouraging reflective thinking • Developing constructive attitudes • Strengthening personal wellbeing
Understanding How Important Your Team is to You and Your Worth to Them	• Illustrated by playing a ball game • Encouraging creativity and participation • Building team cohesion • Sharing positive experiences • Strengthening collaboration • Celebrating team achievements
Understanding Your Role in the Organisation	• Illustrated by playing a game similar to Jenga

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

<u>Enneagram Group Coaching Journey</u>	<u>Enneagram: Insight to Action</u>
---	---