

PROGRAMMES

Building Human-Centric Organisations

A human-centric organisation is one that prioritizes the needs and well-being of its employees and clients. The programme focuses on building a culture of empathy, collaboration, effective communication, inclusivity and trust, as well as providing employees with the skills and resources they need to support and serve internal and external clients effectively.

The programme includes:

- Client centricity
- Conflict resolution
- Diversity and inclusion
- Emotional intelligence
- Trust and relational dynamics
- Delegates will have the opportunity to connect and learn from others in their teams and across business units
- Innovation drivers

Critical capabilities:

- Increased employee engagement and satisfaction
- Improved customer service and brand loyalty
- Greater innovation and creativity (including basic design-thinking and other models for solution design)
- Better employee retention and recruitment
- Better financial results
- Greater social impact
- Improved legal compliance
- Increased focus on diversity, equity, inclusion and belonging

A Journey to Personal Mastery

This journey is designed to provide individuals with the tools and knowledge they need to establish resilience and make positive changes in their personal and professional lives. Through a combination of self-reflection, skill-building exercises, and practical application, participants will gain a deeper understanding of themselves and their abilities, and learn how to harness them to achieve their goals and adapt to changes and challenges. Whether you are looking to improve your communication skills, productivity, resilience, adaptability and productivity, or simply find more balance in your life, this journey will give you the tools you need to make it happen.

The journey includes:

- Emotional Intelligence
- Authenticity in Self Leadership
- Relational Intelligence and conflict management
- Building cognitive flexibility
- Adaptability and change management
- Psychology of resilience

Critical capabilities:

- Increased self-awareness
- Improved goal-setting and planning
- Increased focus and productivity
- Better communication and relationship-building
- Increased resilience
- Increased cognitive flexibility
- Enhanced ability to manage conflict
- Enhanced team contribution



Managing Change and Leading Transition

“ Tell me and I’ll forget. Show me and I might remember. Involve me and I will understand. ”

Benjamin Franklin

The programme capacitates organisations to navigate through changes, such as organisational restructuring, mergers and acquisitions, new technology implementation, changing operating models, new work arrangements and cultural shifts. Change management is usually driven externally, without sufficient focus on the internal recipients of the change. Most psychological theories indicate that change is experienced as extremely stressful, and companies often do not focus sufficiently on the people undergoing the change leading to a lack of buy-in and behavioural problems. This lack of focus is not because of a lack of intention, but rather a lack of a methodology and skills to nurture and guide people through change transition in support of the change management process. This programme aims to align change management and personal transition to ensure successful adoption to change.

Critical capabilities:

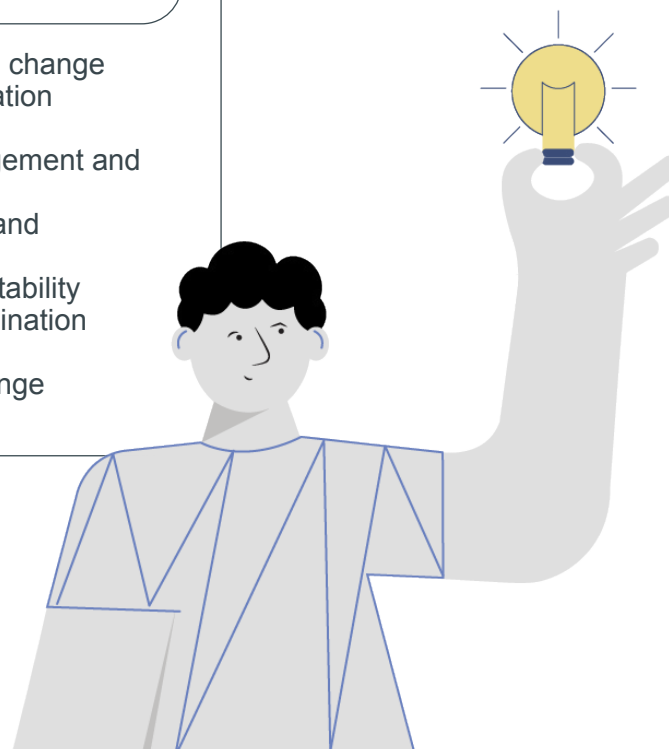
- Improved ability to manage change
- Enhanced emotional regulation
- Enhanced leadership skills
- Increased employee engagement and motivation
- Increased communication and collaboration
- Greater flexibility and adaptability
- Better alignment and coordination of efforts
- Reduced resistance to change

Creating and Managing a Space for Innovation

You can’t solve today’s or tomorrow’s problems with yesterday’s thinking. This programme uses the principles and base model of Design Thinking to help leaders and teams to shift their mindset away from yesterday’s solutions to a space of understanding today’s problems fully so as to create future opportunities and business growth.

Critical capabilities:

- Improved ability to empathise with clients
- Enhanced creativity and problem-solving skills
- Increased employee engagement and motivation
- Strategic decision-making and solution design
- Improved communication and collaboration
- Increased innovation
- Continuous improvement



Redefining remote and hybrid work strategies

An engaged workforce is an effective workforce, but leaders may find it difficult to motivate and engage their team members in a virtual space whilst they balance their own workload and demands. The programme will equip leaders to design a new hybrid psychological contract with employees to increase commitment, engagement, trust and performance.

The programme covers the following:

- Current work models, including on-site, hybrid, digital nomads and other flexible forms
- The current state of remote and hybrid work, including the Critical capabilities, benefits and challenges of these models
- Best practices for communication, collaboration and building trust in remote and hybrid teams
- Strategies for managing and leading remote and hybrid teams
- Tips for maintaining work-life balance and preventing burnout
- Ways to measure the success and effectiveness of remote and hybrid work strategies
- Legal and compliance considerations for remote and hybrid work

Critical capabilities:

- Sustainable values and culture
- Key protocols and standards
- Legal considerations
- Improved employee productivity and satisfaction
- Greater access to talent
- Reduced costs
- Increased resilience
- Improved employee retention
- Flexibility to adapt to changing business needs
- Increased accountability

Leading a culture of Wellbeing

There is no health without mental health. There is no legal compliance without human dignity. Toxic cultures exacerbate outside issues, turning them into mental health threats. In the past the top reasons for resignation have been management, growth or financial. This is not the case anymore. A study has shown that 70% resign for better work-life balance, flexibility and healthier cultures. Of course, people also leave managers, not companies.

Quite often the work environment and culture in which people work creates the high levels of stress. The factors can include exponential change and disruption, increasing workload, relational dynamics between team members and teams. There seems to be a big focus on strategy and deliverables leaving little to no time for leaders to focus on employee wellbeing. As stress increases, resilience, adaptability and effectiveness decreases resulting in burnout, conflict and a reduction in performance. We can reduce these risks by capacitating our leaders to foster a culture of wellbeing.

“ Through the refinement of management practices and culture more than 50% of organisational stress can be reduced if not all together eliminated.”

Richard Sutton

Culture drives behaviour and it starts with our leaders.

The programme covers the following:

- Understanding the global and national disruptors for 2023
- Managing change and leading transition
- Psychological factors influencing wellbeing
- Neuroscience of stress and resilience
- Understanding reasonable accommodation
- Critical leadership capabilities to lead a culture of wellbeing
- Framework to operationalise wellbeing

Critical capabilities:

- Reduced Absenteeism
- Improved organisational health
- Improved brand reputation and recruitment
- Reduced staff turnover
- Increased engagement and motivation
- Improved innovation and collaboration