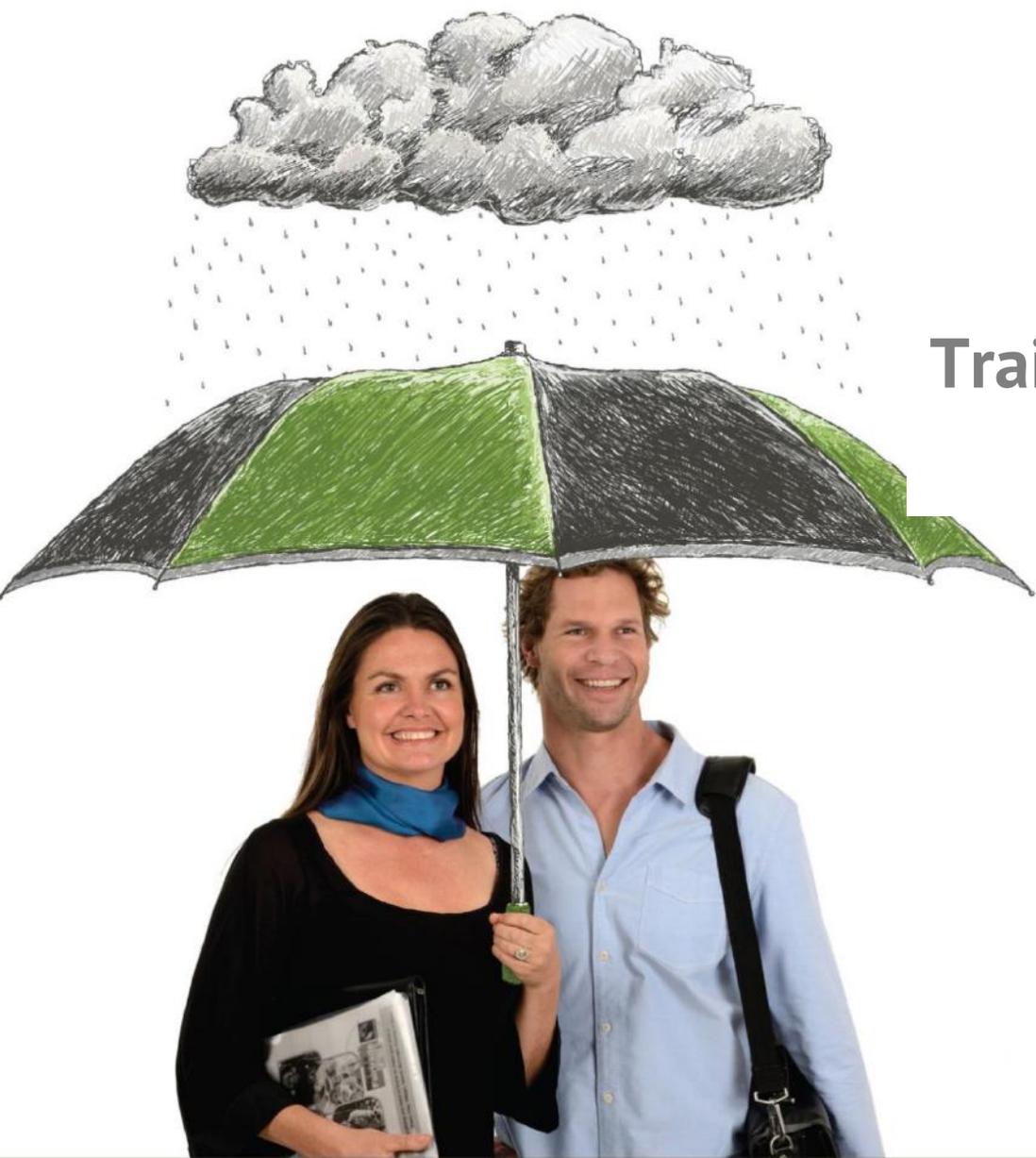


Business Development Company



Training Course Outlines

insight.
learning.
results.



insight. learning. results.

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WHOLE BRAIN THINKING

BUILDING TEAM PERFORMANCE

CELEBRATE YOUR TEAMS DIFFERENCES

Business Development Company

DESIGNED FOR

All teams! While it's easy to think that harmonious teams are the best performing teams, this is not necessarily better than a team with continual conflict and bad feelings. The best performing teams are ones where difference is celebrated, and conflict is managed.

BENEFITS

- Understand what make a GREAT team.
- Leave with the tools to create a GREAT team in your workplace.

PROGRAMME OVERVIEW

In this workshop we use Herrmann Whole Brain Thinking to examine your team profile and review team strengths, gaps and communication styles.

There are many examples of businesses that have not performed to their highest potential and suffered as a result – companies like Kodak, Blackberry and Borders.

For teams to adapt, innovate and grow they need people with diverse thinking and the opportunity for healthy debate.

WHAT TO EXPECT

Expect to be challenged. Learning your thinking preference helps you to understand your own actions and behavior, along with that of others. Herrmann Whole Brain Thinking provides the opportunity to explore conflict or stress without the emotional baggage often associated with team communication.

TOPICS COVERED

- Complete your Herrmann Whole Brain Thinking profile
- Review the strengths and gaps in your team's thinking preferences
- Determine where your team lies on the homogenous – heterogeneous spectrum
- Examine communication techniques across the four quadrants
- Tools for managing conflict and enhancing rigorous debate within your team.

PRESENTER BIO



Julie Varney is an experienced business consultant who has worked with organisations across many industries helping them to develop great people and drive business results. She believes that

growing people is key to growing business.

With a background in occupational therapy, Julie has held leadership roles within the health sector, and later as a company manager. She has worked as a communications lecturer at Otago Polytechnic. Julie is a certified practitioner of the HBDI whole brain thinking tool and holds a Degree in Commerce.

WHOLE BRAIN THINKING

CUSTOMER RELATIONSHIP MANAGEMENT

KEEP YOUR CUSTOMERS COMING BACK FOR MORE

Business Development Company

DESIGNED FOR

Everyone who works directly with customers. While marketing efforts drive customers to your door, building loyalty and keeping your customers returning requires a distinct set of skills. This course will help you strategically build customer relationships.

BENEFITS

- Communicating with customers in ways they prefer
- Gaining acceptance of ideas and solutions more effectively
- Influencing outcomes and strengthening trust and loyalty

WHAT TO EXPECT

This course utilises the Herrmann Whole Brain Model™ - a model designed to help people learn to think better. You will complete the online HBDI survey prior to the course.

Whole Brain Business Model™

- *a Whole Brain® approach to management*



SKILLS TAUGHT

- Diagnosing the thinking styles of customers or prospects
- Identifying the features and benefits of the organisation's products or services that will appeal to each customer
- Identifying the 'problems' the organisation's products/services will solve for customers
- Examining the ways in which customers make a financial decision
- Identifying behaviours that build trust in the customer relationship
- Learning to plan and present information to customers in a more 'Whole Brained' way
- Learning to conduct a conversation with a customer to build the customer relationship.

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WHOLE BRAIN THINKING

SMART THINKING

KNOW YOUR THINKING PREFERENCE

Business Development Company

DESIGNED FOR

Those wishing to build self-awareness and to communicate more effectively with others.

BENEFITS

- Improve relationships at work and at home
- Understand your self-drivers and how they differ from others
- Become a better listener and communicator
Increase your patience and understanding.

TOPICS COVERED

- Analyse your Whole Brain Thinking profile
- Understand the background and research behind whole brain thinking
- Review your personal thinking preferences and understand the implications on your communication patterns and behaviour.
- Explore the communication strategies, expectations and contribution styles of others
- Understand the impact of thinking preferences in your daily life.

Whole Brain Business Model™
- a Whole Brain® approach to leadership



PROGRAMME OVERVIEW

The ability to relate well with others is key to our emotional well-being and success in life. While we can't read other people's minds, we can find ways to understand ourselves and others better. **Herrmann Whole Brain Thinking** provides the key to unlocking the secret of individual thinking preferences.

Reveal your own thinking preferences using Herrmann Whole Brain Thinking and the **HBDI** assessment tool. Understand the strengths and limitations of each style and explore communication strategies.

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WHOLE BRAIN THINKING

STRATEGIC PLANNING

BUILDING A BETTER BUSINESS

Business Development Company

DESIGNED FOR

Senior leaders wishing to review their direction or set a brave new course. If you don't know where you are going, then how will you know when you get there?

PROGRAMME OVERVIEW

Many companies focus on return on investment as a key measure in determining the health of their business. We use the Herrmann Whole Brain Thinking model to develop strategies across all facets of your business including:

- Return on investment
- Return on implementation
- Return on interaction or communication
- Return on ideas.

Leveraging this model of thinking will ensure you have all the bases covered.

COURSE OUTCOMES

Peace of mind. By the end of the workshop you will have a clear understanding of the direction of your organisation and a plan for how to achieve it.

TOPICS COVERED

- SWOT analysis
- Use a 4-step method to maximise strengths while addressing weaknesses and threats
- Determine your strategic direction and key focus
- Identify your measures for success
- Create an implementation plan.

WHAT TO EXPECT

Expect that you will be tired and satisfied by the end of the day. This workshop requires your full attention and your brain cells to be firing. Strategic planning can take you outside your comfort zone into exploring new territories.

Whole Brain Business Model™ a Whole Brain® approach to management



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LEADERSHIP

LEADING FOR PERFORMANCE

BUILDING TEAM PERFORMANCE

Business Development Company

DESIGNED FOR

People-leaders who wish to support their team to perform to their best abilities. If you are feeling frustrated with stagnating team meetings or with team members who complain, this course will help you as their leader to shake the Monday blues and develop the skills to motivate your team to perform.

BENEFITS

You will learn the technical skills required to get the best performance from your team. This will lead to:

- engaged and motivated team members
- higher productivity
- happier teams, workplaces and customers
- better working relationships.

PROGRAMME OVERVIEW

As leaders, we expect that our staff will somehow know what we expect of them. It's also true that people leave their managers, not their organisations. This course addresses these challenges and helps leaders to develop the skills required for effective feedback, motivation and delegation.

You will learn take-away skills to help your team perform.

WHAT TO EXPECT

This is an interactive course for people-managers. Be prepared to share your stories and try out new skills - all within a safe environment.

"Julie was inspirational!"

SKILLS TAUGHT

- The key to what people need to be able to work well and how to keep people motivated and engaged at work.
- Creating a culture of performance where feedback is expected
- How to overcome the challenge of giving effective feedback
- When, how, who and what to delegate
- Build team performance through effective collaboration and team meetings which deliver results.

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LEADERSHIP

SELF-LEADERSHIP FOR SUCCESS

BE A CONFIDENT COMMUNICATOR

Business Development Company

DESIGNED FOR

Those who have experience in their workplace and have the ambition to become a leader or a better communicator. Leadership starts with yourself.

Gain awareness of your personal strengths and become a confident communicator with the ability to connect and lead others.

BENEFITS

- Become confident in your own strengths and abilities
- Build work relationships based on trust and respect
- Develop personal strength and resilience
- Learn the skills to build a happier and more successful life.

PROGRAMME OVERVIEW

'If only I'd known this sooner'. We hear it a lot. People are often promoted into their first leadership role because they are competent in their trade or profession. The irony is that the skills required to be competent in your work role are often very different to the skills required of a leader. This course prepares you for the transition.

WHAT TO EXPECT

This is an interactive course where you will learn more about yourself. Be prepared to share your stories and try out new skills – all within a safe environment.

'I really enjoyed the personal stories. As a leader you can feel isolated, but it was refreshing to learn that many of us feel the same and we are not alone.'

SKILLS TAUGHT

- Emotional intelligence – gain awareness of your thinking styles and how these differ from others. Learn about your 'blind spots' or unconscious biases.
- Confidence and compassion – build confidence and develop compassion for others vs complaining about them.
- Effective communication – use positive communication to build relationships.
- Managing former peers – tips to prepare for the transition of leading your team.

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BUSINESS MANAGEMENT

BETTER BUSINESS WRITING

BE BRIEF, BE BRILLIANT AND BE GONE

Business Development Company

DESIGNED FOR

Written communicators of all levels and in any role who wish to get their message across more effectively and with ease.

BENEFITS

You are investing in the future of your organisation when your employees' writing skills improve:

- Reduce communication barriers
- Reduce problems caused by misunderstanding / misinformation
- Improve output quality
- Improve employee and team engagement.

PROGRAMME OVERVIEW

This course will teach the essentials of good business writing in a variety of formats. From planning and structure to creating clear, engaging and concise copy.

You will be equipped with the tools to help your writing go from strength to strength.

WHAT TO EXPECT

- A pre-course evaluation of your current competencies and key priorities
- A mixture of presentation, class discussion and practice exercises tailored to your needs
- Top tips to take away to help you apply what you've learnt
- More confidence and the discovery that great writing can be fun!

SKILLS TAUGHT

- Planning your writing in advance, considering the situation and audience
- Applying common grammar and punctuation rules
- Expanding your word choices and being more precise
- How to write more engagingly, applying journalism principles
- Writing concise copy and being your own editor
- Tips on key business writing methods: reports, letters, memos, emails

PRESENTER BIO



Liz Crawshaw is an award-winning communications strategist who began her career in journalism. Before moving to NZ, she worked for high profile organisations and campaigns including

London's bid for the 2012 Olympics. She has a **Masters in Creative Writing** and has worked as a sub-editor for publications including the **Sydney Morning Herald.**

Since moving from the UK in 2013 Liz has found time to volunteer which she really enjoys. She also loves riding horses and discovering new places.

BUSINESS MANAGEMENT

PROJECT MANAGEMENT

ACHIEVING EFFECTIVE RESULTS

Business Development Company

DESIGNED FOR

People who plan or manage projects and for project participants who need to make an effective contribution to projects.

BENEFITS

Participants can expect to:

- gain practical skills, tools and techniques that can be applied to any project
- learn how to approach and structure a project
- understand the principles of successful project management - best practices!
- learn how to avoid some basic project pitfalls
- learn through participation, about project roles and team work.

PROGRAMME OVERVIEW

A comprehensive two-day course covering core technical skills and success factors for project management. The course does not assume previous project experience.

This course takes a pragmatic approach, providing participants with a basic framework and principles so that participants can apply a structured approach to their projects. The training is independent of project management software.

WHAT TO EXPECT

An outline of a project plan for your business to implement. Project managers and team leaders will have the skills to apply the principles of project management to current projects. This will include planning and implementing projects to completion giving regards to available resources.

SKILLS TAUGHT

- How do I plan a project?
- What are the roles and responsibilities in a project?
- How can I clearly define the project's purpose, scope and resource requirements?
- How do I keep a project under control?
- How do I know if I am going about the project in the right way?
- What are some practical techniques for planning and scheduling a project?
- How do you get a project team to work well together?

PRESENTER BIO



Ron Eckman specialises in project management training and consulting.

He is New Zealand's most experienced and successful project management trainer.

Ron has established a reputation as a leader at the forefront of

project management training and professional development and was the founding **President** of the **Project Management Institute of New Zealand**.

He regularly presents project management training at **Victoria University** and **the Australia New Zealand School of Government** in their Executive Development Programmes.

PERSONAL DEVELOPMENT

CONFLICT TO COLLABORATION

NEGOTIATING AND COLLABORATING FOR SUCCESS

Business Development Company

DESIGNED FOR

Everyone who works with people. Conflict is inevitable in all relationships. This course is designed to help people understand their own responses and improve the way they manage conflict. Being prepared to honestly self-evaluate and make changes is critical.

BENEFITS

- Build better relationships
- Be more confident to engage in conflict
- Become competent in a range of conflict management styles
- Gain self-awareness of your own style and triggers.

PROGRAMME OVERVIEW

Conflict engages, energises and terrifies us. Some people come to the edge of a conflict and decide to back off, in fear of the possible reactions. The result is unresolved, simmering conflict, which eventually erupts into a personalised argument with damaging consequences.

Others go ahead and make the decision unilaterally, without regard for other people's opinions. The consequence for these people is that team members leave, disenchanted and disengaged.

This course will give you the confidence to engage in conflict that delivers effective outcomes.

WHAT TO EXPECT

This workshop involves communication activities and practice conversations to explore new skills in a safe environment.

SKILLS TAUGHT

- Understand your thinking preferences, triggers, and how this differs to others
- Evaluate your default communication style and understand the impact on outcomes for conflict management
- Listening techniques to understand what planet other people are coming from
- Learn a five-part model for conflict management
- Collaboration and how to achieve it
- Turning the Drama Triangle into a Winner's Triangle

PRESENTER BIO



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PERSONAL DEVELOPMENT

PERSONAL PRODUCTIVITY

TAKE RESPONSIBILITY FOR MANAGING YOUR PRODUCTIVITY

Business Development Company

DESIGNED FOR

Individuals who wear many different 'hats' between work and personal life, who find they are always running out of time or wishing there were more hours in the day.

BENEFITS

- Feel in control of your time
- Improve your productivity
- Increase your goal focus
- Greater work satisfaction
- Improve methods for organising your time

PROGRAMME OVERVIEW

This full-day workshop provides you with practical skills and strategies to effectively evaluate your productivity and determine effective ways to manage your time.

WHAT TO EXPECT

This course is highly participatory and practical. It includes interactive team activities using actual examples. You will take away systems and suggestions which enable you to work more effectively.

WHAT TO BRING

A photo of your desk and surrounding area – no tidying allowed!

SKILLS TAUGHT

- Learn to select the time management tools and systems best suited to your work style
- Learn how to set and manage priorities
- Understand procrastination and ways to stop this
- Learn how to say 'no' and handle interruptions
- Learn to balance your day-to-day tasks with longer projects and goals
- Explore a variety of techniques to help you plan

PRESENTER BIO



Jenny van Workum works as an HR Consultant and Career Strategist. She has worked in human resources, management and coaching roles in public and private sectors for more than 20 years in NZ and the UK.

Before setting up her own business, she was HR Manager for NZ Fire Service, Prudential Assurance and Exterior Construction. Jenny has been involved with developing and facilitating training for over 20 years. She combines her years of experience with a Masters Degree in Human Resources.

PERSONAL DEVELOPMENT

POWERFUL PRESENTATIONS

PLAN, STRUCTURE AND DELIVER A PRESENTATION THAT MOTIVATES YOUR AUDIENCE

Business Development Company

DESIGNED FOR

People who wish to gain confidence in planning, structuring and presenting a dynamic presentation.

Feel more equipped with skills and techniques to nail your next presentation.

BENEFITS

- Feel more confident!
- Reduce the time it takes to plan presentations by knowing what to include and how.
- Your new-found knowledge will ensure you deliver the right messages to your audience.
- There will be no awkward moments as you confidently manage difficult or negative audiences.
- Score an A+ on your next presentation.

PROGRAMME OVERVIEW

Many of us are not natural speakers but our jobs may require us to give presentations. This course will equip you to deliver your presentations effectively and to motivate your audience into action. We believe that confidence can be nurtured and that you can learn the best ways to structure and sell your ideas.

WHAT TO EXPECT

This is a 2-hour, interactive course. You will learn key aspects to planning and delivering a dynamic presentation – but don't worry, you will not be asked to practice on the day!

SKILLS TAUGHT

You will learn how to:

- Plan, design and structure your presentations
- Engage your audience
- Use visual aids (including powerpoint) for impact
- Master your nerves and become more confident
- Use non-verbal communication to your advantage - body language, appearance, attitude and eye contact.
- Handle audience interruptions, difficult questions and impassiveness.

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PERSONAL DEVELOPMENT

RESILIENCE AND WELLBEING

IDENTIFY PERSONAL STRESS TRIGGERS TO DRIVE A POSITIVE CHANGE

Business Development Company

DESIGNED FOR

Anyone in the workplace who has days or weeks when they are feeling under pressure. This workshop will help participants identify personal coping strategies, to deal with the demands and challenges they face daily, whilst maintaining personal wellbeing.

BENEFITS

By the end of the session, participants will be able to:

- Understand the impact of stress on their personal wellbeing
- Increase awareness of their personal stress patterns and how to cope
- Develop self-management strategies to enhance personal wellbeing
- Create a personalised wellbeing toolkit, to enable integration of these strategies into everyday activities.

PROGRAMME OVERVIEW

This workshop allows participants to reflect on how their environment influences their wellbeing. You will learn practical and effective techniques to improve your personal wellbeing, and strategies to cope with life's pressures.

You will have access to an extensive self-management toolkit which allows you to select the strategies that are most beneficial to you.

WHAT TO EXPECT

This workshop is interactive. You will have the opportunity to reflect on how you deal with the demands of your environment. You will then discuss, practise and learn new wellbeing techniques, which can be integrated immediately into daily life.

SKILLS TAUGHT

- How to identify personal stress triggers to drive a positive change
- Create awareness of the link between pressure, performance and wellbeing.
- Learn multiple self-management wellbeing techniques, such as; positive thought patterns, breathing and sleep exercises, mindfulness, gratitude and affirmations, journaling, nutrition, exercise and relaxation techniques.

PRESENTER BIO



Louise Crowe is an experienced trainer, with over 20 years of expertise working within the financial, property and recruitment sectors. She has worked within small family-run businesses, through to global organisations within NZ, UK and Malaysia.

Louise's passion is to help people achieve their personal goals through learning. In her sessions, participants will have an opportunity to learn practical, thought-provoking and meaningful practices which can be integrated into their day to day lives.

COMPUTER SKILLS

EXCEL, OUTLOOK, PROJECT AND WORD

COMPUTER SKILLS USING MICROSOFT OFFICE

Business Development Company

DESIGNED FOR

All levels and all abilities. If you have experienced the frustration of knowing that your Microsoft Office programme can offer more but you don't have the skills to access its potential, these courses are for you.

BENEFITS

- Staff who gain proficiency, enhanced productivity and transferable skills across the workplace.
- Harness the power of Microsoft Office programmes – add new techniques and new skills.
- Did you know that Microsoft EXCEL 2016 has 9000 features? On average, we use 160 of them. These programmes are here to help us, we just need to learn how to make the most of them

PROGRAMME OVERVIEW

Our skills-based approach and flexibility means we can customise training to the skill level required and to the specific work your organisation completes. We offer one-on-one tailored training and group sessions for up to five participants.

WHAT TO EXPECT

Group training sessions are delivered over two sessions, to small groups, not exceeding five, with each person having their own computer to work with and a manual to support their learning. This training can be tailored to meet organisational needs.

One-on-one training is tailored, and the learning is applied on-site. Usually 1.5-2 hours is set for an initial session.

SKILLS TAUGHT

The training is 'hands on' and includes:

- Identifying any 'gaps' in your working knowledge
- Learning 'best practice' techniques to execute functions efficiently and effectively
- Understanding the full potential of the programme
- Tailoring the programme to your requirements
- Applying the skills to your work environment.

PRESENTER BIO



Dr Pip Lynch has spent over thirty years in teaching and research in New Zealand and Norwegian universities. Her work has strong connections to practical application in work environments. Using computers for data analysis

and data management has been fundamental throughout her career. Pip has a keen interest in computer technologies that make complex tasks easier and work more productive and enjoyable.

Pip thrives on developing and delivering effective teaching. In 2003, she received a **National Tertiary Excellence Award** in the category 'excellence in innovation', illustrating her commitment to learners' needs and to creative problem solving

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insight. learning. results.