NAVITATING UNCERTAINTY

LEADING CHANGE AND DEALING WITH UNCERTAINTY

- Developing a growth mindset and resilience
- Getting to know one's "change personality"
- Transforming change as an opportunity

MANAGING DIFFICULT CONVERSATIONS

- Developing active listening
- Mastering the art of feedback
- Dealing with conflict efficiently

SHARING EMOTIONAL FEEDBACK

- Understanding the impact of emotional feedback at work
- Delivering emotional feedback respectfully
- Processing emotional feedback

FOSTERING GROUP ENGAGEMENT AND PARTICIPATION

- Encouraging participation from all members
- Facilitating inclusive and respectful dialogue
- Maintaining energy and focus through interaction

CREATING PSYCHOLOGICAL SAFETY IN A TEAM

- Understanding Psychological Safety
- Recognising behaviours that build (or break) safety
- Creating a culture of voice & inclusion