



DR. YVONNE SUM

Intentional Business: Team Engagement and your P&L

Duration 2 days

Objective(s)

Post global financial crisis uncertainty has made it more and more important for managers at all levels to know how to engage employees where maximum contribution and results are expected with limited resources. Learning outcomes include:

- Building foundations of trust.
- The essential skills in learning partnerships.
- Understanding needs and managing expectations.
- Eliciting contribution from those you lead.
- Presenting messages that excite others to come on-board.
- Knowing and showing strengths and vulnerabilities – enough.
- Developing wider and deeper networks.

Who should attend

- Human Resource Professionals
- New Supervisors
- Experienced Managers
- Upwardly Mobile Professionals
- High Performing Leaders

Course description

This program helps leaders to come in early as a partner with those they interact with, and not late as a judge. Learn to celebrate strengths of individuals but instil courage to show the vulnerabilities. Explore the key principles to creating learning partnerships up, down and across organizations.

*Note: Course outline can be customised according to customer requirements and changes in industry trends.



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In this program, Yvonne sets out how best to build a case for not only understanding your employees' needs but to engage them for high performance. You'll learn how to 'read' the context as a leader, to make it 'right' to meet the needs of those you lead and still be tracking to the Mission, Vision and Values. You'll learn how to 're-write' disempowering situations. You'll learn how to build wider and deeper networks.

The learning of participants will be integrated through action learning, peer consulting and coaching, utilising accelerated learning technology, cognitive behavioural and self-actualising psychology. The facilitation is practical, fun and engaging and the learning is linked directly back to application in the workplace.

Course outline

All **Transformational Leadership Challenge™** programs are custom-designed in close consultation with the client: ie co-created in partnership to suit cultural and business needs of the organization. Programs can take the form of keynote speaking, training, facilitation, working sessions, executive coaching and mentoring.

These tailored designs drive at business issues for optimum measurable results using contemporary research.

This content is based on 'experiential' learning methodologies which are supported by activities and discussion to draw out the relevant learning, integrating real-world situations.

Module	Learning Objectives
Building Trust through Rapport & Empathy	Learning the art of connection, building trust quickly and relating to people with ease
Listening with all your Senses	Going beyond Active Listening - making sense and connecting at a deeper level quicker
The 3 Es of Leadership	Navigating key leaderships skills in situational sensing, flexible thinking and action for effective ROI
P&L Quality Questions	How the best communicators always ask the right questions to get what they want
Coaching Conversations	Conversational process of facilitating individual talent and potential for higher performance
Giving and Receiving Feedback	Structured method of feedback using specific competency-based benchmarks
Learning Styles	Appreciating how we "get" information and how to effectively deal with the differences
Learning from your observations and insights	Understanding Virtual Questions Use of self reflection and leveraging the experience and knowledge in the greater group to re-integrate self and learning

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Instructor Profile:

Dr Yvonne Sum CSP transforms leaders of tomorrow ... today. Her presentations help people recognise simple things they may have taken for granted. Yvonne's presentations clarify useful behavioural frameworks. She consistently provokes senior business leaders to 'lose their minds and come to their senses' by integrating their leadership lessons at home successfully back into the work tribe.

Dr Sum is an advanced leadership communications skills specialist who has achieved her own transformations through diverse tribes ... as a dentist, Royal Australian Air Force officer, executive coach, leadership facilitator, Certified Speaking Professional, author, business partner, mother of two ... and life partner.

Audiences become more present, alert and engaged during Yvonne's keynotes and link presentations. In doing so, senses are heightened and self-awareness is enhanced, resulting in:

- more open communication
- counter-intuitive learning, and
- increased possibilities for innovation.

"Start Kidding Yourself", her first solo book, is being published through Random House in 2012. She has contributed to two other books: "Emerging Trends in Professional Selling Vol. 1", and "Inspired Children".

For more information: www.dryvonnsum.com

