

Leadership

Randy Smith Training Solutions (RSTS) optimises the performance of your employees by delivering practical leadership skills customised to your organisation's needs. Our client service teams are culturally adept training professionals.

Leadership Skills

This curriculum is designed to help people learn and practice leadership, communication, team building and performance management skills. Many supervisors have come up through the ranks and, although technically qualified, they need training to develop a different skill set to be successful in their leadership position. We have provided customised leadership workshops throughout the world since 1996.

Course topics include:

- Leadership and behaviour styles
- Leadership effectiveness skills
- Understanding motivation
- Analysis of personal leadership strengths
- Effective communication
- Meeting skills
- Teamwork
- Coaching and mentoring skills



- Performance management
- Managing conflict and supervisory challenges

Intercultural Diplomacy

An expatriate presence can create inherent tensions and frustrations that impact interactions with the local population. Recognising and appreciating cultural differences helps personnel consciously choose the most effective response when interacting with host country nationals. This customised workshop prepares your personnel to demonstrate the willingness and ability to meet the needs of their host country's culture while achieving their company's objective.



Specifically, individuals will:

- Demonstrate the attributes of a respectful guest while accomplishing their objectives
- Practice behavioural choices for dealing with frustrations inherent in being an expatriate
- Identify the benefits of adapting their actions to better reflect the culture of their host country
- Develop a basic understanding and appreciation of host country customs, traditions, ethnicity and cultural interactions
- Practice a process they can use on an on-going basis to work more successfully across cultures no matter where they are assigned

The workshop can be customised to reflect the specific country/region hosting the expatriate presence.

Six Thinking Hats®

It is not news to anyone who has worked on a team that groups of people don't work together more efficiently and cooperatively to produce better results just because the organisation has adopted a team approach. The decision making process can involve struggle, conflict, confusion and sometimes anger.



The Six Hats® technique, created by Dr. Edward de Bono, is a powerfully simple tool used to organise group/team thinking by learning to do the following:

- Stimulate innovation
- Make meetings more productive and efficient
- Reduce conflict
- Keep egos and 'turf protection' in check
- View and solve problems from new and unusual angles
- Go beyond the obvious to discover effective alternate solutions
- Spot opportunities where others see only problems
- Think clearly and objectively
- Look at problems, decisions and opportunities systematically

Presentation Skills

This practice intensive workshop focuses on developing the skills needed to be an effective presenter. Individuals explore key skill areas, practice each skill and apply that knowledge to a real world presentation topic. Each person is videotaped at key points throughout the workshop.

Results of this workshop include:

- Improved facilitation skills
- Increased confidence
- Energised, polished presenter
- Increased transfer of knowledge from classroom to workplace
- Interesting presentations that hold people's attention
- Healthier teams
- Variation in presentation components to appeal to different audience learning styles

