



## BESPOKE COURSES

# INTRODUCING OUR DLPA COURSE BUILDER

When looking to develop your team, there are usually a significant number of topics that they would benefit from exploring. But of course time in their diaries is usually limited, and finding availability for your team to take time out together can be tricky. You also want to make sure that any courses directly address the challenges and opportunities you are presently facing.

Welcome to the DLPA Course Builder. With our builder, you are in control not only with what the course covers, but also how and when it is delivered.

We will work with you to design an individualised program that suits your needs, your people's schedule and your budget. It can be stand alone, crafted into a customised full or multi day experience or even a complete six to twelve month program. You might be looking for a flexible learning option, where your teams can work independently whilst also coming together at prescribed to discuss concepts. A self-paced component might be important where your people need to work around the challenges of their diaries, for example, if they are focused on billable hours during the working day.

**The Course Builder comprises two key elements; our course content and our course structure.**



### Course content

We have a large library of modules available to be customised and clicked together to form your tailored program. Our library is constantly being reviewed and updated to keep in line with best practice and the latest research available. It covers a variety of topics including communication, negotiation, management, leadership, strategy and sales and marketing.

There are a variety of levels available, from basic through to advanced. You may wish to design a suite of courses, where the participants can work through competency levels. Alternatively you might choose to include some options. A team member with limited financial experience might complete Finance for Non Finance Managers, whilst others complete Commercial Acumen.

They can be delivered as is, or customised to incorporate your specific current priorities.



### Course structure

Once we have agreed the course content, it is time to work through and agree how you would like the course to be delivered and how you can make it work with the demands of the people attending it. Do you want it to be provided in house, or would you prefer off-site, away from day to day distractions? Are you keen for some modules to be completed in a self-paced e-learning environment? Would you like an assessment quiz to be completed at the end of your program?



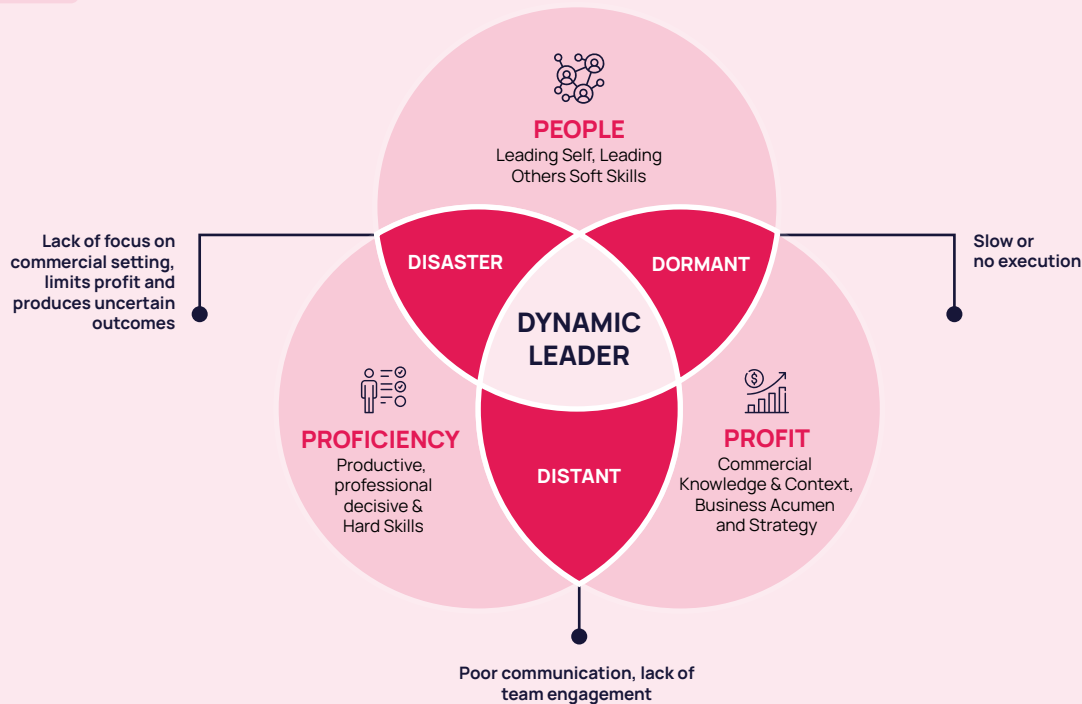
# WHY DLPA

## COURSE CONTENT



We have over 60 modules available, based on the three core pillars of business; people, proficiency and profit. In some instances there are varying teaching levels of the same topics. This means if you are designing a longer term program, you can focus on building these strengths over time.

Our consultants are constantly researching business best practice and refining these existing modules as well as adding new topics.



### PEOPLE

#### Leading Self, Leading Others. Soft Skills

- ✓ Mental Health first aid
- ✓ Resilience and managing you and your team through change and adversity
- ✓ Identifying and embedding core values into your organisation
- ✓ Personal brand, influence and persuasion
- ✓ Wellbeing and stress management
- ✓ Creating a more positive and productive culture
- ✓ Positive Psychology
- ✓ Prioritisation and delegation
- ✓ Building high performing teams
- ✓ Performance Management conversations
- ✓ Designing development and career plans
- ✓ Designing learning pathways
- ✓ Succession planning
- ✓ Setting up your team for success
- ✓ Meaningful KPIs
- ✓ Introduction to People Management
- ✓ Productive Teams
- ✓ Setting behavioural expectations
- ✓ Understanding Team Culture
- ✓ Individual leadership styles
- ✓ Building trust
- ✓ Influence and persuasion
- ✓ Communication (Introduction, effective, advanced)
- ✓ Communication (written, verbal)
- ✓ Individual leadership styles
- ✓ Giving and receiving feedback



## PROFICIENCY

### Productive, Professional, Decisive & Hard Skills

- ✓ Defining and committing to clear organisational goals
- ✓ Difficult conversations
- ✓ Negotiation skills (introduction, advanced)
- ✓ Negotiating with competing agendas
- ✓ Conflict resolution (basic, advanced, complex)
- ✓ Alternative Dispute Resolution
- ✓ Dealing with historical conflict
- ✓ Dealing with difficult people
- ✓ Productivity
- ✓ Public Speaking
- ✓ Sharing the narrative/telling the story
- ✓ Crafting your unique message
- ✓ Time Management
- ✓ Introduction to Marketing
- ✓ Marketing in a digital age
- ✓ Closing the Deal
- ✓ Dealing with No
- ✓ Building your Network
- ✓ Process Analysis and design
- ✓ Developing a habit of innovation
- ✓ What if pigs could fly? Suspending disbelief to make room for innovation
- ✓ Business Development for non sales staff
- ✓ Business Development for Professional Services
- ✓ Building value for your clients
- ✓ Change Management
- ✓ Ethical decision making
- ✓ Critical thinking and problem solving



## PROFIT

### Commercial Knowledge & Context, Business Acumen & Strategy

- ✓ Providing organisational insight and foresight
- ✓ Skills gap analysis and succession planning
- ✓ Risk management
- ✓ Formulating, implementing and achieving strategy
- ✓ Finance for non-finance managers
- ✓ Strategic thinking
- ✓ Budgeting and forecasting
- ✓ Introduction to Business Acumen
- ✓ Organisational Design
- ✓ Building a Business Case
- ✓ Operational Plans
- ✓ Business planning
- ✓ From Boardroom to Coalface, translating strategy to operations
- ✓ Managing a complex and uncertain future
- ✓ Building roadmaps and scorecards
- ✓ Social return on investment



# COURSE STRUCTURE



You have the flexibility to co-create the course with us so that we can deliver it in a way that works for you and your participant's schedules and constraints.

## HOW THE COURSE WILL BE DELIVERED

- ✓ Off site residential
- ✓ Off site day program
- ✓ DLPA public course residential (this can be included as part of your own customised program)
- ✓ In house - full day /half way
- ✓ In house - workshop/lunch n learn
- ✓ Online interactive (eg breakout rooms)
- ✓ Online webinar
- ✓ On line modules (self paced learning)
- ✓ Group coaching
- ✓ One on one coaching

## OPTIONAL COURSE COMPONENTS

- ✓ Guest speaker
- ✓ Extra curricular activities
- ✓ Customised workbook
- ✓ Customised tools and templates (eg business case builder)
- ✓ Customised on line course documentation through Trainual
- ✓ Learning Management System (LMS)
- ✓ In-house content
- ✓ Measurement criteria
- ✓ Pre-program assessment
- ✓ Post-program assessment
- ✓ Certification program

Work with us to create your program, leave it up to us, or somewhere in between!



# OUR PROCESS AT A GLANCE

## 1. ASSESSMENT



### Current Environment

- ✓ What are your challenges?
- ✓ Where are the opportunities?
- ✓ Agree AIM of course



### Availability

- ✓ Who will be involved?
- ✓ What are their time constraints?
- ✓ What are their location constraints?



### Other Considerations

- ✓ What length of time is preferable?
- ✓ What is your budget?
- ✓ What is their attitude to online/self-paced learning?
- ✓ Do any of our public courses provide a solution?

## 2. CRAFT THE PROGRAM



### Course Needs

- ✓ DLPA provide a list of criteria based on the assessment phase for consideration



### Course Needs Sign Off

- ✓ Criteria list is reviewed and finalised



### Design Program

- ✓ Together, we work through the DLPA Course Builder to finalise content, structure, timings, platforms and other considerations



### Draft Program

- ✓ A draft of program is documented and signed off
- ✓ Venue and timings are finalised and participants are notified

## 3. DELIVER THE PROGRAM



### Program Delivery

- ✓ The course takes place with group and individual aims being agreed at the beginning
- ✓ The program is delivered according to the schedule with plenty of breaks and opportunity for one on one coaching
- ✓ In some instances course content may be amended slightly if something comes up which presents a higher priority



### Program Assessment

- ✓ Participants have a completion exercise at the end of the course and also fill out an evaluation form
- ✓ Program sponsors contacted to evaluate success of participation. Any revisions for future programs are agreed
- ✓ Participants may receive one on one coaching, and are welcome to partake in various online and in person DLPA Alumni events

# WE BELIEVE IN THE SOCIAL ELEMENT OF BUSINESS

DLPA is a social enterprise. Our purpose is to lower the barriers to employment for those most at risk of becoming economically disadvantaged. DLPA provides employment and training opportunities to individuals to provide them with a boost in long-term, meaningful employment.

At least 60% of profits go back into supporting the cause, meaning you can utilise your ordinary business spend to create change for good. It also means you are supporting social change and achieving government targets without taking on the risk of setting up a program yourself.

The journey to realising meaningful social impact is not always an easy one. We have already put in the hard yards to getting it right, so simply by investing in our services, you are having an impact beyond your purchase.



## KARLIE CREMIN

Managing Director

Karlie has worked extensively with businesses large and small to formulate and implement strategy, and equip leaders with the ability to lead effectively for 20 years.

Karlie has assisted businesses in re-designing processes and procedures, implementing best practice and re-designing entire business models. Karlie has predominantly worked in the construction sector, as well as a suite of other industries from finance

to car rental. Through her efforts as a consultant, Karlie has supported businesses as they have gone from \$10 million turnover to \$50 million. Karlie's academic qualifications have groundings in commerce, law with a focus on employment law, and business administration.



## LAUREL MCLAY

Head of delivery

Laurel has worked in both corporate and SME environments and has experienced first-hand building a fast growth company from scratch to award winning growth. Latterly she has coached senior executives in New Zealand and Australia particularly around their internal and external positioning and influence.

Laurel is a successful entrepreneur having co-founded ITmaniacs, a boutique recruitment company which ranked #2 on the Deloitte Fast 50. She is also a media commentator and regularly speaks on breakfast television about careers.

Laurel is a faculty member of the Californian based University, Influential U.



## CONTACT INFORMATION

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## Follow Us

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