

PPA - IDENTIFYING DIFFERENCE AS OPPORTUNITIES

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COURSE LENGTH: 0.5 DAYS

This insightful half day workshop unpacks what people are good at – what are their strengths and why playing to those strengths makes a real difference in how people and their organisations perform. The course also recognises that human beings are not perfect and provides strategies for discovering areas for improvement and developing ways to improve.

In addition to becoming more self-aware, participants will also learn to spot and encourage the strength development in others leading to better engagement, improved well-being, reduced stress and greater life satisfaction overall.

Research has proven that the simple act of expressing gratitude is a powerful means of making employees feel valued. The course will give participants an understanding of how to create a culture of gratitude and how as individuals they can cultivate their own personal habit of gratitude.

Organisations exist to serve others. The course gives participants a simple and effective tool to ‘get into the shoes’ of their customers to understand what they are thinking and feeling in their customer journey.

[Learn More Now by Clicking Here](#)

PPA - IDENTIFYING DIFFERENCE AS OPPORTUNITIES COURSE OUTLINE

FOREWORD

Maximising Productivity, Proactivity and Quality

In collaboration with our clients, trainers, participants across the globe and our research & development partners (The OrgDev Institute and Leading Dimensions Consulting), PD Training has developed Productive People Advantage (PPA), designed for the needs of today to prepare your people and organisation to have a sustainable advantage tomorrow.

PD Training's new signature series program - Productive People Advantage brings together the best activity-based learning, incorporates practical workplace tools, and leverages the latest research in neuroscience, psychometric profiling and emotional intelligence in new ways to develop and measure previously elusive to target or measure capabilities.

OUTCOMES

This Course will provide practical skills and techniques to help people improve their workplace performance in the following areas:

- ▶ Engage and Develop People
 - ▶ Self-Development
 - ▶ Outcome Orientation
 - ▶ Value Diversity
 - ▶ Deliver Results
 - ▶ Increased Collaboration
 - ▶ Solve Problems
 - ▶ Engagement and performance
 - ▶ Influence and Negotiation
 - ▶ Communicate Effectively
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MODULES

Lesson 1: The Strength of Diversity and the Diversity of Strengths

- ▶ Welcome
- ▶ Recognising your Strengths and Preferences
- ▶ Your REACH Profile
- ▶ Your Leading Dimensions Profile
- ▶ Reflection

Lesson 2: Strengths Based on Management

- ▶ Spotting the Strengths in Others
- ▶ Developing Strengths
- ▶ Dealing with Weaknesses
- ▶ Reflection

Lesson 3: The Power of Gratitude

- ▶ What the Research Says
- ▶ Creating a Culture of Gratitude
- ▶ Cultivating your own Personal Habit of Gratitude
- ▶ Reflection

Lesson 4: Customer Stories

- ▶ What We Exchange with Customers
- ▶ Customer Empathy –what do you really do for your customers?
- ▶ Reflection

Lesson 5: Reflections

WEB LINKS

- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)