



transforming performance
through learning

SKILLSH#CKS

Leadership, Management & Behavioural - SKILLSH#CKS

Boost your organisation's performance and productivity; half-a-day at a time

QA has created a set of Skills Hacks, delivered as a series of bite-sized, half-day classroom learning workshops/sessions. They offer short, sharp learning to provide tips, techniques, skills and knowledge in a given topic area, that can be implemented by your people straightaway. They enable individuals to get up and running when they don't have time to attend a whole day, and they just need a boost to get started. Or, to refresh what they already know. And collectively... they enable whole organisations to **boost performance and productivity**. For convenience, QA's Skills Hacks are delivered by our experts on your own premises.

Organisations can buy individual Skills Hacks, 'pick and mix' to make their own learning tracks; or QA can help recommend tracks to help with specific productivity or performance issues.

Skills Hacks can be arranged into learning tracks of two to five modules.
For example, to help with delivering priorities or in sustaining personal performance:

Delivering your priorities

Creating positive outcomes
Setting your people goals

Time Management
Essentials

Sustaining personal performance

Stress Busting

Resilience in a
VUCA world

Conquering
Emotional
Intelligence

Exploring
unconscious
bias at work

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Anyone, of any experience level, can attend one or more of QA's LMBS Skills Hacks. They include plenty of practical exercises and questions within each module to check understanding and help to apply what is learned. Workbooks are structured around handy key points that help to identify learning gaps: E.g. **Key point, Useful tool, Helpful hint, Activity**. Our courses include Key Learning Points (KLP) delivered by email after the event, in order to increase learning retention. The current set are arranged here by approximate experience level and role:

Unlocking potential

- Focussing on feedback
- Communication essentials
- Conquering Emotional Intelligence
- What's the problem?
- How to influence
- Stakeholder management - Managing key relationships
- Customer experience
- Stress busting
- Making an impact at meetings
- Powering your potential
- Inclusivity at work
- Results through relationships - Introduction to SDI
- Resilience in a VUCA world
- Building your personal brand

First time managers

- Responding positively to change
- Player to manager
- High performing teams
- Understanding the 'Why' - Creating an inspirational vision
- Decisions, decisions, decisions
- Positive conversations
- Creating positive outcomes - Setting your people goals

Managing teams

- Developing your people
- Coaching skills
- Motivating the team
- Performance management
- Time management essentials
- Introduction to leadership skills
- Becoming a rock star leader
- Managing pressure and conflicting demands
- Prioritising your workload

Leading managers

- Driving results
- Leading change
- Advanced communication
- Working collaboratively
- Team evolution and empowerment
- Exploring unconscious bias at work
- Fierce conversations