

quality and esteem based education and training

# FIVE ALIVE

## Working Smarter in a crazy world

with **GLENN  
CAPELLI**

Throughout history, more workplaces have failed due to poor leadership and management than the state of the economy. You need more than a good idea to be innovative. A strategy alone won't make you infallible. Whether your focus is on improving customer service, sales, teamwork, leadership, risk, safety or change management, whatever your objective, there are five essential layers you need to build a better workplace. Discover them with professional educator Glenn

Available as a Keynote, Conference Theme, Workshop or Coaching.

## 1 CULTURE

Work out what you stand for and what you cannot stand. What is your Philosophy? Glenn takes you beyond vision and mission statements to explore what you're really about & how it shows up in everyday action.

- How to identify your culture
- Creating high performance culture
- Creating high performance workplace
- Maintaining high performance culture



## 2 COMMUNICATION

The quality of your workplace and brainpower of your team is partly determined by the ways you communicate with each other and the level of understanding within the group.

- How round is your sharing table?
- How effective are your conversations?
- Overcoming mis-understanding: preventing painful communication mistakes
- Creating Group Genius
- When Brainstorming works
- Different Styles of Communication: discussion, argument, dialogue, chat

## 4 METHOD

We all learn differently. That means we need a variety of techniques to teach and reach effectively. Methodology is the crucial highway to better understanding the message.

- Explaining the research on learning styles
- Creating impact & making your message stick
- Presentation skills to successfully deliver a speech, a workshop or a meeting
- The power of engagement to guarantee learning

## 3 STRATEGY

Knowing that actions have consequences is an important test for the human brain. Not understanding the consequences of our actions can be the difference between life and death. Glenn will help you add to your toolbox of tactics with new strategies.

- How Better thinking
- How Else thinking
- What If thinking
- The tripod : fragility robustness anti-fragility
- Everyday thinking tools for improved outcomes

## 5 SYSTEM

The invisible web of consistency. Without dependable systems in place, everything else you're trying to achieve can fall apart. How do you identify and implement a strong system that will support your objectives, not undermine them.

- Addressing the whole system, not just a symptom
- Linear Thinking
- Ecological Thinking
- Fostering Flow: developing best practice systems & people

fresh ideas to help you build a better workplace

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