

JHW offers the following workshops:

- Engagement Skills Workshops
- A Seat at the Table
- Consulting/Engagement Skills One Day Refresher
- Gaining Commitment
- Project Launch
- Makin' Movies (Team Building/dynamics)
- Effective Presentation
- Outcome Focussed Meetings
- Win/Win Negotiating
- Facilitation Services
- Power Without Authority
- Video Conference Ready

JHW workshops are grounded in achieving behavioural change by shifting the participant's mindset from —

- Task to Outcome
- Purely technical focus towards the relationship
- Being efficient, towards being more effective.



Our Clients

JHW Pty Ltd has delivered workshops in Australia, New Zealand, USA, Argentina, UK, Italy, Romania, India, China, Singapore and Malaysia for many and diverse clients:

Banking & Finance

ANZ Banking Group
National Australia Bank
Bankwest
Westpac
INVESCO
BNZ
AXA
MLC

IT&T & Services

Infosys
SAP Consulting
Telstra
SAP Global Delivery
TelstraClear (NZ)
Data Agility
Park Lane
Worely Parsons
BDO
Ajilon
Ernst & Young
KPMG
BearingPoint
Oxygen
QSP
Maximas
UXC

Other Commercial Operations

Australia Post
Bio-Rad
WTFN
Smarter Bathrooms
Leighton
Orica
BHPBilliton
Toll
AGL

Public Sector

ACMA
ANDS
CSIRO
VicTrack
Bureau of Meteorology
Southern Health Network (Vic)

Not for Profit

Salvation Army
CanTeen
Reach
Brotherhood of St Lawrence
Vic Swim
Planet Give
RYLA Rotary
Guide Dogs Victoria
Turning Point
RDNS
Vakabauta
The Smith Family
Wildlife Victoria
World Vision
Able Australia
Leukaemia Foundation
Royal Institute for Deaf and Blind Children

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Consulting/ Engagement Skills Refresher

Sustain and expand on progress...

Consulting/Engagement Skills Refresher



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Outcomes

Greater uptake and sustainability of the skills attained on the Consulting/Engagement Skills Workshops. The Consulting/Engagement Skills Workshops have great impact in shifting the mindset of participants, and generating new and improved ways of performing their roles. However they are intensive — a lot of content to take in all at once and many skills to put into practice. This refresher workshop is designed to help participants sustain the change in behaviour that they have instigated, and then pick up on some of the items that they may have missed or not yet started. The investment in this one additional day can double the value attained from the preceding 3 day workshop.

Audience

Participants of the Consulting/Engagement Skills Workshops, 6–24 months on.

Workshop elements

The key to the workshop is ‘refresh without repetition’. The event revisits key frameworks (Engagement Skills and Personality Styles) yet with a different application (team working). The major part of the day is experiential in nature — participants working in teams to produce a short film to promote techniques from the workshop (see also ‘Makin’ Movies’). This approach provides a high element of fun, and also a high degree

of ‘stickability’. Participants rediscover important ‘learnings’ for themselves, which has a deeper and more lasting impact.

Duration

The workshop is a 1 day event.

Key Topics

- Common Mission
- Engagement Model (applied to Team Development)
- Dealing with Diverse Personalities (in the context of Team)
- Embracing diversity, tolerance of differences
- Each team will build a business case for their ‘most valuable technique of the workshop’

“Better morale leads to better productivity. Client cooperation is a product of strong engagement and this results in tough and complex issues being resolved quickly and more effectively.”

John Williams
Founder and Principal, JHW



Comments from Previous Participants

***Excellent course** in understanding customers/peer/subordinate behaviours and how to deal more constructively with them.*

*This was a **thoroughly enjoyable** and engaging course. I have been thinking a lot about the material since the course finished. I think that the things that I learned will make a difference to the way I do my work.*

*This is the **best workshop I have ever attended**. The skills that I learnt are not only useful at work but outside as well. The workshop was well organised and the practice sessions quite helpful in delivering the content. I learnt a lot and enjoyed myself at the same time.*

***Very informative — and well delivered.** Course had a good flow — and moved along well... Always a good reminder to revisit the things you knew you knew but have been ‘complacent’ about... but there was a lot of good ‘things I didn’t know I didn’t know’ which I think will help me manage my stakeholders and others.*

