

ihw



Engagement Skills Workshop

*Greater cooperation and engagement,
improved outcomes with/for your Clients!*

Productivity through effective engagement

Engagement Skills Workshop

Gaining better access to, and greater cooperation from, your Stakeholders!

Outcomes

Participants will have greater appreciation of the impact engagement can have on their productivity & success. They will learn tools, tips & techniques that they can start using immediately to improve their performance. They will start to consciously think through the delivery of their messages and become more constructive and consistent.

Audience

Developing and accomplished professionals who have mastered their area of subject matter expertise, and are keen to improve the delivery of that expertise to their Clients or Stakeholders: — Project Managers, Consultants, Internal & External Service providers, Risk Management, Audit, IT Specialists, Accountants and others.

Workshop elements

A highly interactive balance of theory and practical sessions. This enables participants to be more productive with less effort. Theory sessions cover frameworks that help build stronger engagement, understand and adjust to stakeholders more effectively, conduct more productive workshops and meetings, become more proactive (less reactive) and exceed stakeholder expectations more consistently. Around 50% of the time is spent on a case study where participants get to put the skills into practice and gain constructive feedback.



Duration

The workshop is a 3-day event with a half-day reunion 4-6 weeks later. There is an optional pre-workshop coffee introduction session where participants meet with the facilitators. This is an opportunity for us to understand the participant's aspirations, set their expectations and answer any questions they have.

Key Topics

- Principles of Engagement
- Dealing with different Personalities
- Communication
- Facilitation Skills
- Influence & Authority
- Feedback
- Understanding Client Needs
- Managing Expectation
- Building and Presenting a Compelling Business Case

"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



Watch the course introduction video
www.jhw.com.au/esw-video.php



Comments from Previous Participants

Awesome course with very practical ideas that can be used at work every day. The role playing allowed good realistic practise which will also enable this to occur. The presenters were experienced, interesting and good humoured which meant the three days moved quickly.

Great course. Made me feel guilty for all the things I've forgotten to do. Provide easy to use ideas in a format that is easy to remember and apply. Well structured and would certainly recommend the course to others.

Thank you for a great workshop. It was well run and managed and the facilitators were very engaging and knew their material. The role-plays were excellent and did help cement the learnings.

Overall **this was a great course** and would recommend anyone who has to manage stakeholders on a day-to-day basis attend. I was fairly tired by the end of the day, however, from being a heavily pro-active activity based session rather than being bored.



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 Focused 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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