

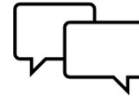


PARTICIPANT FEEDBACK

Snapshot

How has the learning helped you to be a better leader?

"I have learned what my leadership style is, what my strengths and weaknesses and know what these are will help me be a better leader. I have learned to have a growth mindset which is important for a leader."



"It helped me to see my blind side, challenge my beliefs and provided with tools to improve my leadership. I got rid of "the Imposter syndrome" I secretly experienced every time I get to higher position."

"I have more confidence that the decisions I am making to help guide or direct staff is the right pathway to get the best outcome or if I'm not sure that it is the right pathway then the course has brought to the front of mind the other options that may be available to help improve the situation."

"I've been given the tools to hold people accountable but also being able to provide the feedback guys need to progress."

"It has given me a very significant boost in confidence and also a very good base understanding of what is required to be a proficient leader."

Share an example of how you used the learning at work

"Mistake has been made by staff. Rather than getting angry at the person I stopped, and though about a good question to ask to make the person think about there mistake and how I could help them not to do It again. It was a calm, learning and positive conversation with hopefully a good outcome In the future."

"Empowering staff members who have been leaning on me too much to think for themselves using the coaching tools."

"Actively listened, breathed and waited for opportunity to add value to conversation without prejudging or prejudice."

"Working to achieve a goal as a team building better relationships and trust with each other and having some difficult chats around expectations clear communication I believe lead to more respect for each other."



"One of my guys didn't do something the way I had envisioned but I was able to put myself into their shoes, see their point of view on it and realized I didn't communicate what I wanted clearly. Being able to communicate more clearly has helped my team and myself In becoming a better unit and become more effective In our operations."

Would you recommend this training to others?



"Yes, I've had many of bosses over the years who have thought they were leaders but they were always below the line. Getting those people into a course like this would open their mind on what a true leader is"

"YES. This has been an amazing journey. My ability to see others in different ways is helping me in every aspect of the business. It has also helped me to grow myself and self-esteem, self-confidence. I wish it was a longer course."

"Yes, I would. This training makes you aware of the person you are and how you interact with others and the effect it has with relationships and then how we can improve."

"Yes, as it helps you understand yourself and others better. Provides you with the tools to get the best out of people."

"Yes. Even the most expert leaders need to look at their roots and even those who do not want to be leaders, it is a course that can help anyone to be a better person."

"Absolutely. This course was inviting, eye opening and filled with knowledge I will use for the rest of my life. People can only benefit from taking part in this program."



PARTICIPANT FEEDBACK

All Comments

How has the learning helped you to be a better leader?

All responses

I've been given the tools to hold people accountable but also being able to provide the feedback guys need to progress.

It helped me to think more positively, so that the breath that I used to take, now I do it with more awareness and to recognize my feelings. being able to handle this I can pass on that knowledge to my team

Understanding more about my self and others

It has given me a very significant boost in confidence and also a very good base understanding of what is required to be a proficient leader

I am more aware of the person I am, of my strengths and weaknesses. besides that what I have to constantly strengthen and remember to myself.

It makes me realize that I still have a lot to improve

Understand others Manage my emotions Act adequately

I've become more socially aware and empathic towards my team makes and it has boosted my confidence which only opens more doors for me to accept feedback and create better relationships at work.

My response time is much better - instead of reacting I respond and consciously choose better paths/outcomes My focus on what matters most is much clearer, so the job is easier (what to prioritise, what to apologise for never going to get to it)

How has the learning helped you to be a better leader?

It has given me the confidence in my abilities and helped me to refine my tool base for effective leadership and managing relationships.

Learning about myself feelings emotions and how to control them to stay above the line and be a better leader

I am aware of my emotions and how they impact and influence everything around me. I am more understanding of the people around me.

It helped me to see my blind side, challenge my believes and provided with tools to improve my leadership . I got rid of “the Imposter syndrome” I secretly experienced every time I get to higher position.

Learned new skills

Right at moment I doubt myself more. I was more confident previously but have learned that it was all a smoke screen to cover my lack of knowledge In some areas

Yes, more focus on coaching and listening then telling

The coaching sessions have encouraged me to slow down & catch my emotions, and to ask not to tell.

Taught me different ways to manage people

Given tools and refreshed what I already knew

Systematically work through the 4 quadrants, and the learnings gained

Improved my patients, my listening skills given me the ability to see expressions In a different way.

Understanding other people's perspective

Good tools for hard conversations and confidence around other people’s emotions

How has the learning helped you to be a better leader?

This program has increased my emotional intelligence significantly which has helped me become a better leader. I now know that from the beginning it all starts with me and my own emotions (self-awareness and self-management) – being able to understand and manage my personal emotions and feelings using tools, steps, and ideas that help me understand and recognise my own emotions such as naming and questioning my feelings and emotions, knowing and being honest about my strengths, and weaknesses as well as managing my stress and knowing what triggers my emotions.

I have made huge improvements in reversing my negative thinking and creating a positive mindset and being aware that the brain's priority is survival, not happiness. I previously use to tend to disqualify the positive, such as if I receive good feedback, I tend to not believe it or think others helped me get the results without much of my input. I used to also mindread a lot and assume that others think of me negatively. I am now mindful of these feelings and continue to challenge and question them.

This programme has also helped me think about my leadership style and that leadership style may have to change depending on the situation and person you are leading. I believe I tend to be more Affiliate and Democratic and I am working towards a Coaching style as my team's performance, knowledge and skills grow. I am asking more questions, being solutions-focused, and letting my team figure out the next steps. Being self-aware and able to self-manage has Improved my social awareness and social management skills. I am a better leader today as I have gained knowledge on being more empathetic, practicing active listening, showing appreciation, and providing constructive and effective feedback with the mindset for growth and opportunities. I now try to prepare my words and thoughts before having these challenging and difficult conversations. I am embracing the change and am finding it a lot easier to have these conversations. I have also found the breathing techniques very useful and practice a lot of reflection and gratitude to keep me above the line, and ask myself most days, what will keep me above the line today?

I have learned what my leadership style is, what my strengths and weaknesses and know what these are will help me be a better leader. I have learned to have a growth mindset which is important for a leader. The one on one session help me realise areas for growth. I have learned better to manage emotions which will also help. Leaders will need to deal with conflict and difficult conversation this course has taught me how to navigate these situations effectively.

I have noticed that I am thinking a lot more about the coaching aspect of my role. My team are confident and rather than me just answering questions I have put it back to them.

"Name it to tame it" concept has helped me in numerous ways. Being able to name an emotion like protectiveness (over my role) has enabled me to understand and change my mindset towards becoming a more empowering leader, wanting to encourage and develop my team to become the next leaders and champions in our business. I've been working really hard on my confidence in my decision making, backing myself, and at times employing the 10/10/10 technique when I feel myself shifting into a self doubt or overthinking mindset. All the techniques and tools for communication, I've not been able to really put them into action but I definitely will be reaching for them.

How has the learning helped you to be a better leader?

It has made me aware of different areas such as your emotional intelligence and how these things make up part of yours and other people's personality. The 4 different areas outlined in the poster, above the line and below the line and disc module all have provided me with tools as a leader to help myself and my team to develop our skills in the future.

It has helped me better understand myself. It has also given me a better understanding of my team as individuals and how they prefer to have messages given and also how they react to different situations/management techniques. I have tried to adjust my methods more for the individual rather than a blanket technique. It has also given me a model to use for providing feedback and given me some useful resources to bring in to the team so they have a better understanding of themselves.

Consciously be an active listener, learn to relay a conversation to get a better understanding of what someone is saying and help make them feel heard and understood.

The course has helped me to understand that I needed to get better with self-awareness. Recognising how my reactions can affect others and how that can impact my team as a whole. I am quick to react instead of responding and this course has helped me to sit in my emotion for a moment before I respond. After talking to my team on Wednesday they said that they have noticed a positive and calm attitude coming from me, and that they have noticed the responding coming from me instead of the reacting. I do not react badly to my team, and they also said that, but they said that they had noticed a more deliberate response and they all said they appreciated it.

I have more confidence that the decisions I am making to help guide or direct staff is the right pathway to get the best outcome or if I'm not sure that it is the right pathway then the course has brought to the front of mind the other options that may be available to help improve the situation. It has also reminded me of the more human factor of managing staff and to always ask more questions, think about what may have triggered behaviours or what triggers may work for individual staff members to motivate them for positive behaviours.

Overall, there were several key take away messages I learnt from the course. One being seeing my team members point of view, stopping, and listening allowing them to do the talking and coming up with their own solutions. And not solving it for them.

Share an example of how you used the learning at work?

All responses

One of my guys didn't do something the way I had envisioned but I was able to put myself into their shoes, see their point of view on it and realized I didn't communicate what I wanted clearly. Being able to communicate more clearly has helped my team and myself in becoming a better unit and become more effective in our operations

One day I was in trouble because I had many jobs to do and I saw that I couldn't replace my coworker who had to go home, so I stopped and tried to think of a solution for that delay. I called my coworker and asked him if he could wait a few more minutes and there were no problems, so I could finish my work and then replace him

Let Negative thoughts go and keep my mind positive, don't waste my time overthinking

I have undertaken multiple courageous conversations with members of our team which has had positive results. Relationships are stronger and communication is improved.

When a mistake was made that would make us lose one more hour of work, everyone went crazy and screamed looking for a guilty party, I suggested keeping quiet, forgetting the culprit and coordinating what we would do to take less time. I show respect, calm, clarity, understanding and make decisions. From that moment on, those who made a mistake came to me first to find a solution.

After a hard talk I were able to analyze what I felt at the moment

Mistake has been made by staff. Rather than getting angry at the person I stopped, and thought about a good question to ask to make the person think about their mistake and how I could help them not to do it again. It was a calm, learning and positive conversation with hopefully a good outcome in the future (it was today)

Share an example of how you used the learning at work?

Having a difficult conversation with a team member

Actively listened, breathed and waited for opportunity to add value to conversation without prejudging or prejudice.

I think the session on handling conflict was great with lots of tips, active listening to the other persons point of view let them say everything they need to say see their Issue from their side, recap back to them what they said, ask them for permission to give your views, come to agreement follow up with an action and time frame

A few days ago, I was approaching two staff members feeding animals, the machine was stopped for a significant time. I would usually bullock in there & take over, but I stopped the vehicle, gathered my thoughts, and approached the situation with an open mind. I guided them to where they may be a little more efficient and not to be focused on a small problem.

Discussion with my 2ic over fraudulent hours.

When I get some infuriating message and it just takes over, I have an easy way to release this feeling and restarting

Coaching and delegating to a subordinate to create Increased Work / Life Balance

Improving my ability to talk more openly to those senior to me In a confident and honest manner.

Listening to my partner more often

Having the hard conversation for me has been the best one so far hitting It straight on and using the tools to apply It

Coaching my team when the cows broke out with 'doer' team members

Share an example of how you used the learning at work?

A Team member approach me about the behaviour of another team member towards them. Previously I would have gone to my senior staff to seek advice around this situation. In this Instance and having completed this course I now had the confidence to address this situation directly myself.

Empowering staff members who have been leaning on me too much to think for themselves using the coaching tools.

Handled a situation with a staff member with far more confidence and with less triggering. Used active listening and showed empathy without judgement and shared with her another perspective. Great outcome.

Felt empowered with the tool learned to have a difficult conversation.

I noticed a team member had been distant and called them to check in. They initially said they were fine and then when prompted more explained what they had been feeling. I used open ended questions to get more information, summarised what they had said and asked if I was correct, explained my perspective and asked what they would like to do going forward. I then gave advice on what they could try If it didn't initially work. It has given them something to work on and made them feel understood which has also given me something to work on to improve future situations. Overall Improving trust and understanding in our relationship. Possibly something to check on at June performance reviews to keep us both accountable.

I had a good conversation with an inexperienced member of the team. We had a good outcome as we both got the chance to go through the scenario and It became a learning activity for both of us. It also improved her performance as she became more confident In her role.

An example of a situation where I applied what I learned from this programme is effective delegation, effective communication, and confident decision-making to challenge the status quo and guide change.

I really think I've made a concerted effort with the confidence to deal with situations and decisions on my own, and only to sense-check / take solutions when I do need to double check my methodology or response. I have more frequent conversations with my team, ensure that they know that their work is valued.

I had a situation with another person from another part of the business where we needed to have a difficult conversation because some work wasn't being completed. I tried using the following part of the course; listen, ask questions, summarize, validate, express myself, negotiate and commit. Though the conversation wasn't as smooth as I would've like, It had a positive outcome and we both agree on some next step.

Share an example of how you used the learning at work?

I changed how I was delivering feedback and it was better received. I made sure to speak to them sooner rather than later, stayed aware of my body language, only brought up the feedback (no rambling) and didn't make a positive "sandwich". The result was better communications and understanding and no one was upset or felt like they weren't listened to.

Talking to my son about what was making him anxious and understanding that he didn't want solutions (the way that he used to) but just someone to listen to him. So I was silent for most of it listening, and tried quite hard to use questions not advice (it was hard..!). And I followed it up the next day, and I give him more hugs now. I book meetings for colleagues and calendar items for my own deadlines as a matter of course now - taking ownership of making the outcome probable even though I'm not necessarily the decision-maker In those meetings. I booked all 13 farm managers into their budget meetings in Feb and gave them deadlines for their preparation data, I cancelled the first one because he was not ready and was going to waste everyone's time by not having prepared. But also asking why he wasn't prepared and being above the line there to make it less like one more weight he has to carry

I have had a team member return to work after a period of leave and during this process I implemented the tools learnt in this course to help reintegrate this team member effectively. This was through the use of the emotional intelligence tools of empathy and connection, Identifying values beliefs and attitudes, conflict resolution, and coaching of this person to ensure they were ready to return to work and what the ideal outcomes would be for all parties involved.

Working to achieve a goal as a team building better relationships and trust with each other and having some difficult chats around expectations clear communication I believe lead to more respect for each other

My manager looked off for half the day. Lunchtime I asked him how his day is going he told me his mother is sick has a lot on his mind would I mind if he goes home for the day, approaching the situation with empathy and understanding and connecting with each other brought me to realize everyone is different and we can't all feel positive all the time it helps to have understanding people around you resulting in a happy cooperative work place.

The recent situation was when I was giving feedback to colleagues, about the improvements team communication, applying the rules I learned, and it seemed to go smoothly and constructively.

Would you recommend this training to others?

All responses

Yes, I've had many of bosses over the years who have thought they were leaders but they were always below the line. Getting those people into a course like this would open their mind on what a true leader is

Yes of course, it was very useful for my work and life

Yes, I think sometimes we don't realise some little tips that we miss and make a lot of difference

Yes, I found it immensely valuable

Yes Even the most expert leaders need to look at their roots and even those who do not want to be leaders, it is a course that can help anyone to be a better person.

Yes The course really makes you be more conscious about yourself and the environment around you.

Yes You will understand yourself and others and learn how to manage emotions to create the best working/ home environment possible for everyone.

Absolutely. This course was inviting, eye opening and filled with knowledge I will use for the rest of my life. People can only benefit from taking part in this program.

Yes. The awareness I gained was such that I can never go back to be as unaware as I was before I started the course - of my emotions, of what drives us generally, of how anything (situations) can appear to be different to different people, of how different we can all be with respect to our understanding of these things

Would you recommend this training to others?

YES This has been an amazing journey. My ability to see others in different ways is helping me in every aspect of the business. It has also helped me to grow myself and self-esteem, Self-confidence. I wish It was a longer course

Yes I believe it will be good for anybody wanting to better themselves

Yes Would get my 2ic to do It.

Yes

Yes as it helps you understand yourself and other's better. Provides you with the tools to get the best out of people

Yes- It was a good eye opener into the depths of leadership and management of people. Actually taking time to plan and think through conversation and listening to each others concerns.

Definitely - great tools given to apply on day to day management

Yes - Caters to everyone and the level of time In management

Yes

100% I think many businesses, managers, and leaders would benefit from this training.

Yes I found it very beneficial