

**bulletproof
performance**

THE LEADERSHIP PROGRAM

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THE
LEADERSHIP PROGRAM
LEVEL 2

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THE
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LEVEL 3

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THE LEADERSHIP PROGRAM



WHO IS BULLETPROOF PERFORMANCE?

We work with teams and individuals to engineer the behaviours required to perform better at work and at home. Since 2009 we have focussed our attention on providing our clients with leadership support, training, and consulting around issues including resilience, energy, communication and teamwork. Our team is committed to ensuring every program participant is supported, inspired and equipped to be the best leader they can be, both in their workplace and their home life.



The people we serve

- ▶ New leaders, supervisors or managers
- ▶ Technically highly-skilled people who have not been formally trained in human capabilities
- ▶ Established leaders looking to futureproof their position by keeping up with an ever-changing environment
- ▶ Leaders looking for ideas to improve their people management skills
- ▶ Leaders who want to lead well both at work and in their personal lives
- ▶ Future leaders identified as potential managers or supervisors, who are not currently in a leadership role



The problems we solve

- ▶ Teams struggling to attract or retain talent
- ▶ Having the tough conversations of performance that are being avoided
- ▶ Leaders who are not performance-managing their team
- ▶ Leaders who do not know their blind-spots and the subconscious bias that this creates
- ▶ Increased awareness of mental health impacts triggered by poor leadership
- ▶ Leadership styles creating friction with clients and/or customers

PROGRAM ACCREDITATION

Who is VeriSkills?

Backed by QTAC's 40 years of experience in the assessment of both formal and experiential learning, VeriSkills® is equipped to assess courses and programs to evaluate the human capability outcomes of each course.

VeriSkills® assess courses, training or professional development programs to determine the human capability outcomes upon completion of the qualification and their corresponding level of achievement against the human capabilities framework. This makes programs more attractive to attendees and organisations, as the standardised, measurable outcomes mean that the skills gained through your course or program are easily communicated and integrated into the individual's overall qualifications and skills matrix.

What are Micro Credentials and what can I use them for?

Micro Credentials are a powerful tool for identifying and validating the rich array of people's skills, knowledge, accomplishments, and competencies. A Micro Credential is issued for each course and outlines each capability attained under the program and the level at which each skill is achieved.



Addressing the following Psychosocial Hazards:



Role Overload

High workloads or job demands – unachievable deadlines, expectations or responsibilities.



Lack of Role Clarity

Conflicting priorities within roles or uncertainty of tasks, schedules & standards.



Role Underload

Sustained low effort required - too little to do, or highly repetitive/monotonous work.



Low Job Control

Little control over how work is done, when to change tasks or take breaks. Not involved in decision making.



Exposure to Traumatic Events

Experiencing, witnessing, or reading detailed descriptions of traumatic events or fatalities.



Poor Workplace Relationships

Frequent conflict or disagreements about how work should be done. Poor, unacceptable or harmful workplace behaviours.

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1 VALUES



- Be able to articulate their values, purpose and how these can influence their day-to-day tasks
- Understand the 5 zones of purpose
- Have been introduced to the concept of Diversity
- Understand their key strengths that they bring to the workplace
- Have begun the journey of understanding Gender Intelligence
- Be able to articulate and have recorded an action plan for the month ahead

2 EMPATHY



- Understand the importance of Servant Leadership
- Understand the difference between sympathy, empathy and compassion
- Have been introduced to the concept of inclusion
- Have developed a 'Working with Empathy' plan
- Understand the 5 zones of communication
- Be able to articulate and have recorded an action plan for the month ahead

3 ACCOUNTABILITY



- Be able to identify their strengths and the impact they can have on the workplace
- Have investigated how to control self, influence others and manage situations
- Be able to identify the differences and effectiveness of integrity and authenticity
- Have experimented with the Eisenhower Matrix
- Be able to articulate and have recorded an action plan for the month ahead
- Practicing what I preach and role modelling the standards I expect of others, even when no one is watching
- What are my rules I wish to put in place for myself to ensure ethical behaviour (aim, eliminate, nurture)

4 DELEGATION



- Have explored and compared different leadership styles
- Have explored the power of effective delegation and associated stages of delegating
- Have experimented further with the Eisenhower Matrix
- Be able to articulate and have recorded an action plan for the month ahead



5 SITUATIONAL AWARENESS



- Understand what Situational Awareness means with regards to 'reading the room' and 'creating safe places'
- Have analysed case studies
- Have developed their self-awareness based on their personality type and how that impacts their role

- Be able to articulate and have recorded an action plan for the month ahead
- Understand the difference between being assertive and being aggressive



6 RELATIONSHIP INTENTIONALITY



- Have become familiar with the Lead-Coach-Manage model
- Have been introduced to the model of building trust in others through logic, empathy and authenticity
- Have started to decide the behaviours they need to change, adopt or discard to enhance their ability to build trust

- Understand Pat Lencioni's Trust Pyramid and the impacts and importance of each layer
- Have deciphered the key relationships that are crucial to their success
- Be able to articulate and have recorded an action plan for the month ahead
- Explore what intentionality means and how it can deepen established relationships
- Explore the strengths of relationships with self and others



7 MOTIVATION



- Understand the importance of knowing their purpose and how this drives everything
- Be able to demonstrate how resilience impacts rates of growth
- Have identified their own 'My Grit' story and have presented their account of overcoming challenge to their 'younger self'
- Have analysed case studies

- Understand the combative, collaborative and competitive model of communication
- Have explored the possible ways in which to overcome disappointment and disillusionment (exploring forgiveness)
- Be able identify key drivers and blockers of motivation
- Be able to articulate and have recorded an action plan for the month ahead



8 FEEDBACK



- Understand unconscious bias and its implications
- Be able to identify possible existing blind-spots and biases
- Have decided the behaviours they need to change, adopt or discard to enhance their ability to provide feedback to key people

- Have explored and experimented with a formal feedback tool
- Be able to articulate and have recorded an action plan for the month ahead
- Learn ways to 'discover the gold in others'
- Learn the power of effective questioning and the benefits with difficult and/or performance conversations



PROGRAM STRUCTURE

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Consistent with research on adult learning, we believe that the best learning outcomes result when participants engage holistically with program content. All Bulletproof Performance learning and development programs incorporate experiential learning techniques, including opportunities to reflect on and apply learnings to the real-life challenges facing participants.

1 Methods of Delivery



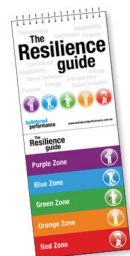
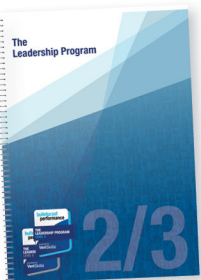
10 modules delivered in a flexible format designed at a pace that suits your needs



2 Extra Support

- ▶ Opportunities for co-branding
- ▶ Email and or phone support between modules
- ▶ Participants' leaders receive a one page briefing sheet on each module to aid in accountability
- ▶ Wrap up email after each module with suggested books, articles and/or videos relating to each respective module just completed

3 Resources



4 Pricing

10 Module Program - \$3,950 Plus GST per person
Minimum Cohort size 12 people
Discounts available for multiple cohorts



CLIENT TESTIMONIES

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The team at Bulletproof Performance reliably delivered to promise and the results exceeded my expectations. At every stage, they consulted with me on the planned approach and were always receptive and adaptable in response to changing circumstances and priorities. I will always be appreciative of their willingness to “lend an ear” when advice was sought on how best to deal with a particular staff/work-culture management issue. Without fail, they were able to bring clarity to the issue and coach myself and my management team to the best solution. The tools and skills that were imparted are now embedded and practiced by my Team, and we are achieving unprecedented levels of performance in a sustainable way.

**Mick Gray, Manager City Works,
Lake Macquarie City Council**

Bulletproof Performance have helped our teams by providing bespoke, targeted training to a wide range of different workgroups, from management to shop floor workers, to an enhanced performance in the overall team. The outputs in terms of ownership and accountability performance have been measurable and sustained over the whole period that Bulletproof Performance have been engaged working with the team.

**Mark Davies, Manager,
Australian Precast Solutions - Lendlease**

Bulletproof Performance are helping us to develop the behaviours we need to be not just smart individuals, but also a healthy team. They are helping us to build the type of culture that is required for the team to perform under pressure. The program is proving to be an effective and balanced approach to equip our team members with the right skills and strategies.

John Kotzur, Managing Partner, Mazars

Bulletproof Performance are absolute professionals to work with. Their workshops have helped the team to develop strategies to manage through high pressure and stressful situations, leading to a better workplace culture and improved results for the agency.

**Ashley Bacon, HR Director,
Qld Gov Dept of Energy and Water Supply**

