

# People Leader Training

**bulletproof**  
people

RESILIENT HUMAN BEHAVIOUR

## Bulletproof People - Coaching the right perceptions & expectations within your organisation



**FOCUS:** Never underestimate the damage caused by poor perceptions and unrealistic expectations. With a proactive approach leaders can coach their teams to demonstrate safe, productive & high quality perceptions & expectations.

**LENGTH:** 3 options

- 1 hr Awareness session
- 4 hr Workshop
- Customised program

**GROUP SIZE:** 10-20 (Larger groups may require extra facilitators).

**METHOD:**



Personal reflection



Pairs collaboration



Group think & action

### AWARENESS

1. Perception & expectations drive choices & decisions.
2. Think>Feel>Do model.
3. Thinking fast & slow.
4. Perception & expectations driving culture. Addressing thinking before behaviour.

### IDENTIFY

1. The impact back on business outcomes. Quality/Safety/Productivity.
2. Verbal and non verbal communication strategies to get the right perceptions and expectations.
3. Managing perceptions & expectations through times of change & challenge.

### FUTURE

1. Refocusing how you see yourself, your team and the wider organisation.
2. Driving the right perceptions & expectations from the top/down, bottom/up and left/right.
3. Poor expectation management creates an entitlement culture. How to avoid this? How to fix it?

### TRANSFORM

1. Aligning my personal brand with the organisation's expectations & perceptions of me as a leader.
2. Resilient vs resistant. Which one is your team?
3. Building a daily plan to help you manage your team's perception & expectations.