

# PROFESSIONAL DEVELOPMENT COURSE OUTLINE

**9:15am**      **Arrival, greetings and coffee**

**9:30am**      **Introduction**

- Overview and objectives
- Participation agreement
- Challenges and goals

**9:45am**      **Successful thinking and open communication**

- Creating a positive mindset
- Overcoming negative thinking and stress
- Personal success strategies
- Skills for resolving conflict

**10:40am**      **Creating an open, honest feedback culture**

- How do we communicate?
- How can we create an open, honest feedback culture?
- Skills for giving and receiving feedback
- Practise

**11:00am**      **Tea break**

**11:15am**      **Skill building - communication and feedback skills**

**12:00pm**      **Successful teams - key characteristics**

- Review our team - what is working well, what needs improvement, what are our challenges?
- Team building assessment questionnaire
- What improvements do we need to make?
  - \* Goals and objectives
  - \* Shared leadership
  - \* Learning from mistakes
  - \* Mutual respect
  - \* Open communication

**1:00pm**      **Action planning**

- Establishing team ground rules
- Review roles and planning for the future
- Actions we can do individually and as a team to ensure effective team functioning
- Evaluation

**1:30pm**      **Close**

