



Our Solutions, Topics and Ingredients



LaPD Solutions offer many different solutions to help your people perform to their best and many are within our main Moccasin Approach[®] programme which is a bespoke programme to fit your organisational needs. All our solutions are focused on people and the skills which help people communicate more effectively. We help them become more *collectively* efficient. Experience has taught us that for people to be more efficient they need to do this collectively as a cohesive team. Far mightier than a single person. Knowing that everyone can operate in the same way, lean on each other and empathise with one another, creating the cohesion that a high performing team needs to function seamlessly.

Organisational Culture and our Phoenix Effect

Organisational culture can make or break an organisation hence the importance we assign to the topic. We are able to discuss your thoughts and any areas of development you believe your culture may have. We then assist you with cherry picking from the sessions below to create a bespoke series of workshops/programme to get your organisational culture where you want it to be.

A values health check or assistance to create organisational values.

Creation of underpinning behaviours which evidence values are being met.

A career development process review (Performance Management).

Leadership and Management

Our approach to leadership and management is not the usual one. We don't have specific levels of courses for team leaders or senior managers. We believe in developing everyone on how to lead and manage people best. Our belief is that regardless of our position, we all lead and manage others on a daily basis. This approach prepares your people for when they are promoted and gives them plenty of opportunity to practice the skills as they work with their teams, between teams and even with customers.

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<p>Emotional Intelligence (EI):</p> <ul style="list-style-type: none"> The ingredients of EI EI Self-Assessment The 1, 2, 3 of Empathy The Moccasin Approach EI in Values & Behaviours 	<p>Communicating Effectively (CE):</p> <ul style="list-style-type: none"> Miscommunication & Bias The Impact of Communication Communication Self-Assessment The Communication Cycle Communication Health Check 	<p>High Performing Teams (HPT):</p> <ul style="list-style-type: none"> Group vs Team Managing a Team 6 Stages of Creating an HPT Accountability & Responsibility HPT Self-Assessment
<p>The Moccasin Manager (TMM):</p> <ul style="list-style-type: none"> The ingredients of EI The Moccasin Manager Principles Assertiveness and EI Clean” Decision Making TMM Self - Assessment 	<p>Managing My Day (MMD):</p> <ul style="list-style-type: none"> Perceptions about time Accountability & responsibility Analysis of what we do Hint and tips to save time Working collectively to save time 	<p>Career Development (CD):</p> <ul style="list-style-type: none"> The Moccasin Approach SAS feedback The development cycle Accountability and responsibility Reviewing and evaluating
<p>Interactive Presentation Skills (IPS):</p> <ul style="list-style-type: none"> The Do’s and Don’ts Interaction and engagement Planning, structure and timings Experiment, practice & clarity The polishing and presenting 	<p>The Moccasin Trainer (TMT):</p> <ul style="list-style-type: none"> Training vs presenting Measurable objective writing Skill, Knowledge & Understanding The 5 stages of a session Reasoning questions 	<p>The Moccasin Coach (TMC):</p> <ul style="list-style-type: none"> Understanding coaching The Moccasin Approach The coaching structure & cycle Using powerful questions The coaches review

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<p>Managing Meetings (MM):</p> <ul style="list-style-type: none"> Evaluate the need Planning and preparation Agendas/Timings/Timekeepers Questions, politics and emotions Structuring and taking minutes 	<p>Managing Change (MC):</p> <ul style="list-style-type: none"> Defining change and how it feels The change curve and cycle Change and EI The big SELL impact management & review 	<p>Managing Projects (MP):</p> <ul style="list-style-type: none"> Scoping the project Stakeholders Planning and aiming off Risk and mitigation Reviewing and evaluating
<p>The Altrocentric Leader (TAL):</p> <ul style="list-style-type: none"> Defining leadership Identifying leaders How “Altrocentric” works How we can employ it best What does it look and feel like 	<p>Customer Facing Skills (CFS):</p> <ul style="list-style-type: none"> Me as a customer What challenges do I offer? How do we see customers? How do customers see us? Using the customer facing cycle 	<p>Centre Support Specialist (CSS):</p> <ul style="list-style-type: none"> Independent learners needs The “art” of Socratic coaching Monitoring and mentoring The coaching cycle Challenging behaviours



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The Corporate Retreat (CR):

This event is specifically tailored to the needs and requirements and desired outcomes of your organisation.

It can be for:

- top executives
- a combination of your top executives and senior leadership
- or for a deep diving restorative weekend, a mixture of your top decision makers, HR, directors, managers, team leaders and colleagues from your organisation

Numbers can range from about 9 individuals through to around 30 people. The venue for the event along with transport, accommodation and meals are booked by the organisation taking part.

The retreat weekend follows various formats depending on discussions leading up to the weekend, but an example of a past event is shown below.

Fri	Event Briefing	Organisational Objectives & Structure	The Jigsaw Activity	EI & Organisational Communication	Organisational Self-Assessment Results, & Solutions	The Johari Window	The Moccasin Approach® & ES ²	Group Work	Wash Up
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Sat	Mac's Café Activity	Our/Org Values Responsibility & Accountability	Personal Profiles	Group Work	Organisational Culture Engagement Team (OCET)	Group Work	Planning Our Future	Next Steps	Wash Up
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Request a discussion to help identify the key objectives and ingredients of your Corporate Retreat