

# Leadership Learning Dynamics

*Creating Great People & Great Organisations*



**Professional & Career  
Development Catalogue**

# Why Leadership Learning Dynamics?

***Meeting today's complex business challenges requires professionals with confidence, vision, and the leadership skills to drive extraordinary results.***

To assist businesses and people meet these challenges, *Leadership Learning Dynamics* offers a suite of learning initiatives based on breakthrough thinking and real-world situations. We take the most pertinent knowledge from world thought leaders, best business schools, and world-class organisations, and present it in ways that are applicable, meaningful, relevant, and add value to your business.

No matter what program you choose, our learning is designed to be practical and results focused. Expect current assumptions to be challenged and ideas disrupted. Expect to think critically and innovatively as we introduce you to new and unexpected ways of thinking.

From our learning programs, you will gain the skills, insights, knowledge, and wisdom to inspire people to great achievements and build your organisation's competitive advantage.

What makes *Leadership Learning Dynamics* unique is that:

- We place YOU at the centre of the learning experience
- We connect YOU with knowledgeable and thought-provoking facilitators who stimulate, challenge and engage YOU in dynamic learning experiences
- We create opportunities for YOU to self-reflect and collaborate with others
- We work with YOU to make a positive difference in your world.

I know that you will be excited when learning with us. I know you WILL return to your organisation energised - bursting with new ideas and strategies that work. And, I know you will be ready to take on new challenges, engage people, lead change, execute strategy, and deliver great things.

Our *WHY* is simple: We are committed to inspiring people to become better leaders, to think and learn more so that they realise their potential and become the best they can be.

***Derek C Stamoulis***

Chief Executive Officer

Leadership Learning Dynamics.

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# Facilitation

Our facilitators are experienced leaders, renowned for their excellence. They facilitate processes, workshops and meetings, engage stakeholders, enable higher order thinking, and keep people focused on achieving agreed outcomes.

Facilitation services include:

- Strategic Planning Retreats and Workshops
- Community Engagement Workshops and Public Forums
- Board Facilitation, Review, and Assessment
- Project Team Meetings
- Chairing Senior Leadership and Team Meetings
- Focus Groups - Internal and External.

## Business Transformation

Getting strategy right is inextricably linked to business success. Our facilitators partner with you to isolate key objectives and critical success factors; then, they design the processes to achieve your desired outcomes. Our services include:

### Organisation Strategy

- Strategic Planning
- Developing a Strategic Culture Blueprint
- Creating the Customer Experience Strategy
- Developing the Strategic HR Strategy
- Creating a Leadership Brand, Leadership Framework, and Competencies
- Developing Metrics to Measure Leadership.

### Culture Strategy

- Coaching and Mentoring Strategy
- Change Management Strategy
- Engagement Strategy
- Performance Management Strategy
- Recognition and Reward Strategy.

## Business Alignment & Measurement

We know that measurement IS critical to business success.

Our quantitative and qualitative, customised surveys measure leadership, culture, customer centricity, employee engagement, organisational climate, and human resources.

We score the performance of your organisation; then, we translate the results in ways that are meaningful to your business. We can also assist you to develop a roadmap for the future. Our expertise includes:

- Leadership Scorecard – Measuring leadership brand, competencies, and bench strength
- Culture – Measuring organisational climate, culture and wellness
- Board Review
- Engagement – Measuring employee engagement
- Customer Experience – Measuring customer experience and service delivery
- Human Resources – Auditing the HR function
- Team Effectiveness - Measuring team effectiveness and performance.





# Customer Experience



## Creating the Customer Experience Strategy

*Creating the Customer Experience [CX]* is a strategic program that teaches leaders how to create, deliver and measure experiences that exceed customer expectations.

Learn the secrets of world-class customer-centric organisations. Then, develop a unique Customer Experience Blueprint for your organisation.

Irrespective of industry, whether a government, corporate or not-for-profit entity, our integrated CX Strategy Model will help you develop a world-class, organisation-wide strategy that includes:

- Creation of a unique and purposeful CX Strategy
- Alignment of critical business elements - people, processes, systems, & infrastructure – with strategy
- Creation of metrics that measure the CX promise.

This is a strategic program aimed at developing a quality, seamless service experience strategy for your organisation. Its target audience is organisational leaders and decision-makers and is offered by way of in-house workshop or in retreat mode.

Additional CX support services include:

- Facilitation of Community Forums
- Development and Delivery of the Customer Service Training Program
- Assessment of Customer Service.

## Customer Experience Leadership Program

Become a world-class Customer Experience Leader in this cutting-edge program that will provide the leadership skills to deliver memorable experiences for customers and take your business to the forefront of your industry.

Expect to be “WOWED” as our experienced facilitators teach the strategies, skills, and tools to develop a compelling, measurable, and sustainable Customer Experience for the organisation.

Participants will learn how to:

- Create Strategy - Develop a unique organisational CX Brand from “outside-in”
- Define Culture - Craft a culture that engages and drives excellence
- Develop a CX Leadership Brand and Framework
- Create Emotional Connections with Customers - Define the critical factors and emotions that deliver the customer experience
- Design - Innovate the Customer Experience
- Create Metrics- Measure integration and alignment of the Customer Experience.

*This leadership program can be held in either workshop mode or customised to an organisation.*

# Extended Programs

## Executive Leadership

*Leadership Learning Dynamics'* flagship program for leaders who WILL make a positive difference in business. This program will equip leaders with the most critical leadership competencies and skills required of tomorrow's leaders.

This practical, hands-on leadership experience will expose participants to current thinking in leadership and force them to reflect upon, discuss and apply new skills.

Conducted in multi-day format, and inclusive of blended learning, case methodology, and workplace relevant tasks, this program will help build personal credibility as an outstanding leader.

### Key Benefits

- Develop the capability to critically assess options for leading and navigating today's business world
- Set and communicate clear direction
- Engage and collaborate with stakeholders
- Lead accountability and quality performance
- Ensure that processes and systems facilitate the execution of strategy
- Drive business performance.

### Program Outline

- Building influence and credibility
- Creating organisational purpose and meaning
- Developing, leading and executing strategy
- Aligning teams to produce extraordinary results
- Critical and entrepreneurial thinking
- Leading change and innovation
- Building emotional intelligence and collaboration.



## High Potentials Leadership

The High Potentials Leadership program is targeted at aspiring and talented prospective leaders. Participants will learn the skills of high performing leaders, including how to think strategically, coach and engage others, lead under pressure, and deliver results.

### Key Benefits

- Be ready to take on greater responsibilities
- Build personal credibility
- Learn how to lead high performing teams
- Learn skills for collaborating better with senior managers to deliver organisational change
- Learn skills that build engaging work climates.

### Program Outline

- Authentic and credible leadership
- Purpose, strategy and operational planning
- Leading teams
- Creating a climate of engaged, motivated workers
- Change, innovation, and quality
- Delivering quality customer service.

## Creating a Culture of Engagement

The world's best places to work are INTENTIONAL about creating cultures in which people can be their best. They know that engaged people produce great results.

This culture program, with its emphasis on positivity and abundance thinking, is a must for astute leaders seek to build workplaces that provide meaning and purpose for employees and real outcomes for customers.

### Key Benefits

- Learn how to create a strategic culture blueprint
- Understand the importance of engagement in driving business success
- Become a leader who engages employees
- Ensure processes and systems facilitate engagement.

### Program Outline

- Create a Culture Strategy
- Psychology of motivation and personal performance
- Role of the leader in building culture
- Employee engagement
- Alignment of culture strategy, engagement, and rewards and recognition
- Sustaining a place where people want to work
- Measuring culture and engagement.

## Strategic HR Management

Transform your HR function from an operational unit to strategic business partner. In this program, participants will learn the latest HR thinking from the world's leading business schools, then apply it to the workplace.

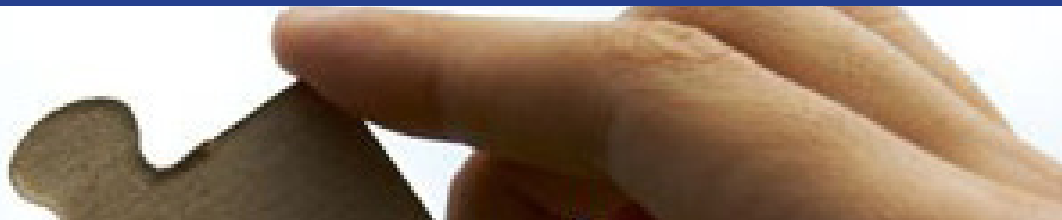
### Key Benefits

- Become an HR business partner
- Create a strategic HR plan
- Learn strategies for building culture and engagement and leading change
- Align HR activities and practices to business strategy
- Develop metrics to measure HR effectiveness.

### Program Outline

- Role of HR and HR professionals as business partners
- HR strategy & alignment to the strategic plan
- Leading the HR function - thinking "outside-in"
- HR as change leader
- Building a culture of performance
- Performance management, rewards and recognition
- Managing talent
- Measuring HR effectiveness and culture.

*This program focuses on the importance of HR in driving organisational strategy.*



## Accelerated Programs

Accelerated programs are half-day workshops that offer participants fast, interactive learning experiences. Each program concentrates on a specific topic and its accompanying set of skills. The accelerated approach enables participants to choose and learn the skills they most need in real time. Programs include:

- Appraisals & Performance Reviews
- Assertiveness
- Building Better Work Relationships
- Building Confidence
- Building Resilience
- Communicating with Tact
- Dealing with Conflict
- Delegation
- Developing Positive Mental Attitude
- Effective Speaking Skills
- Giving and Receiving Feedback
- Handling Complaints
- Influence - Body Language
- Leading a Remote Team
- Making Good Decisions
- Managing Effective Meetings
- Managing Time and Priorities
- Negotiation Skills
- Working with Different Cultures



# Leadership

## Leadership Presence

*Presence makes the difference!* Maximise personal impact by learning the essential components of what makes a powerful leadership presence. This highly interactive and engaging workshop teaches skills and techniques that enable participants to be authentic and confident leaders.

**Key Benefits:** Learn the strategies and skills that create a powerful presence. Improve one's ability to influence people and situations. Increase leader authenticity.

### Program Outline

- Build a powerful personal leadership presence
- Personal image
- Critical aspects of powerful presence - poise, posture, body language and eye contact
- Project leadership confidence in any situation - voice and presentation
- Impact of body language in achieving desired results
- Positive self-talk, business etiquette, and conversation
- Overcoming factors that derail image.

*The program gives participants the opportunity to receive expert feedback in real time.*

## Developing Executive Leadership Skills

An accelerated learning experience designed to deepen self-awareness, influence others, and fast-track new and potential leaders to greater leadership success.

**Key Benefits:** Master skills to expand leadership capacity. Build strong and accountable teams. Establish high levels of trust. Maintain focus on strategy. Improve communication skills. Motivate people to deliver extraordinary results.

### Program Outline

- Expectations of today's leaders
- Strategic Leadership - execution and accountability
- People Leadership - diversity, purpose, engagement
- Operational Leadership - credibility and trust
- Inspiring Leadership - emotional intelligence and motivation
- Situational Leadership
- Developing more effective communication.



## Executive Presentation Skills

Learn to speak with poise and influence in this hands-on and insightful program that teaches participants how to make every presentation credible and compelling. Have the speech videotaped and receive immediate feedback.

**Key Benefits:** Influence your audience and build personal credibility. Speak and think with clarity and purpose. Deliver winning presentations using effective voice, action, image, and language. Learn the most important elements of being a great speaker.

### Program Outline

- Fundamentals of executive speaking
- Planning and preparing presentations
- Balancing verbal and non-verbal messages
- Delivery - effective use of voice, image, and language
- Essentials of winning presentations and speeches
- Words and phrases that positively impact an audience
- Handling questions from the audience.



## Leading High Performing Teams

High performing teams are a significant factor in organisational success. They are led by people who inspire and engage others, build positive and trusting relationships, and motivate the team around a common purpose. This program focuses on building trust-based, collaborative, and high-performance teams.

**Key Benefits:** Understand team dynamics and roles. Improve team leadership skills. Use effective communication to motivate and coach. Build greater levels of accountability, engagement, and trust. Measure the effectiveness of your team.

### Program Outline

- Characteristics of high performing teams
- Creating the team charter
- Role of leader in high performing teams
- Aligning team with organisational goals
- Building accountability, engagement, and trust
- Measuring team effectiveness.

## Advanced Leadership Program

A transformational and practical learning experience designed to enhance personal and professional leader credibility. Create leaders who inspire others, help organisations to flourish, accept accountability, implement change and deliver business results.

**Key Benefits:** Learn how to create high impact relationships. Develop strategies that build a culture of purpose, meaning, and engagement. Lead and influence complex business issues. Acquire the analytical, critical and strategic thinking skills that drive change, innovation, engagement and high performance.

### Program Outline

- Differences between leading and managing
- Driving workplace change and innovation
- Promoting organisational vision and values
- Leading a culture of high performance, engagement, and accountability
- Accountable and ethical leadership.

*This program, targetted at senior leaders and managers, includes the use of a simulated business case that allows participants to apply leadership concepts.*



## Leading with Emotional Intelligence

Develop greater self-awareness and improve skills to inspire, influence, and build better relationships. This interactive program takes an integrated approach to building emotional intelligence competencies and focuses on improving how one connects, leads, manages and motivates others.

**Key Benefits:** Build self-awareness and learn to lead with greater impact by expanding credibility, empathy, and influence. Collaborate more effectively and improve relationships with colleagues and customers.

### Program Outline

- Importance of emotional intelligence
- Integrating emotional intelligence and leadership
- Building empathy as a powerful influencing skill
- Encouraging more collaborative practices
- Applying emotional intelligence to managing change and resolving conflict
- Leading emotionally intelligent teams.

# Strategy

## Strategic Planning

Develop the skills for building a sustainable and successful business. In this “hands-on” program, participants will learn how to design and implement a strategic plan.

**Key Benefits:** Learn how to create a strategic plan. Distinguish between strategic and operational planning. Assess internal and external environments. Implement strategy across the business and monitor its progress.

### Program Outline

- Principles of strategic planning
- Creating the strategic plan
- Environmental scanning and internal assessment
- Strategic issues and decision-making
- Strategy implementation.



## Strategy Execution

Execution is about achieving results. Develop a systematic approach for identifying and implementing the right set of actions to deliver on business strategy.

**Key Benefits:** Learn how to create and lead business strategy. Apply the basic elements of strategy execution. Use key analytical and conceptual approaches to deliver a unique competitive advantage. Align and prioritise goals.

### Program Outline

- Strategy Execution Model
- Impact of organisational culture and structure on strategy execution
- Factors affecting ability to execute strategy
- Aligning functional and organisational goals to deliver strategy
- Leading strategy execution.

## Leading Transformational Change

Learn how to lead transformational change. Challenge the status quo, build collaboration, and inspire people to deliver change.

**Key Benefits:** Learn strategies for successfully leading change. Overcome resistance to change. Build a clear road-map for success. Develop a communication change brief. Inspire others to own and deliver change.

### Program Outline

- Leading transformational change
- Creating a climate for change - engaging and enabling
- Building guiding teams
- Implementing and sustaining change
- Assessing change readiness and momentum.

## Creating a Mentoring Culture

Create a mentoring culture based on collaboration, mutual responsibility, accountability, and trust. This program teaches participants how to create and sustain a culture that drives business success.

**Key Benefits:** Create a Mentoring Blueprint for the organisation. Use mentoring tools to build performance. Improve collaboration, relationships, and trust.

### Program Outline

- Purpose of mentoring in today's workplace
- Building the mentoring strategy
- Roles of mentor and mentee
- Mentoring infrastructure
- Tools that sustain a positive mentoring culture.

## Critical Thinking

Recognised as the number one competency required of next-generation leaders, Critical Thinking teaches participants how to make better decisions, improve problem-solving ability, and apply critical thinking skills to everyday operations.

**Key Benefits:** Learn and apply critical thinking methodology. Assess critical thinking capability. Learn to recognise assumptions, distinguish fact from opinion, and recognise bias in one's own and others' arguments.

### Program Outline

- Critical thinking process
- RED Model for applying critical thinking to business
- Takeaway tools for critical thinking
- Applying critical thinking tools in business situations
- Action plan for developing critical thinking skills.

*The program includes practical tools that can be applied to real business situations.*



## Operational to Strategic Leader

This program focuses on moving the thinking of functional managers from an operational to a strategic mindset, allowing them to align functional goals with organisational strategy and deliver increased value to stakeholders.

**Key Benefits:** Learn how to manage strategy and change. Take away tools and planned actions that add value to the organisation. Lead teams to greater success.

### Program Outline

- Key components of the strategic model
- SWOT analysis and environmental scanning
- Vision, mission, and values
- Identify, deliver and align strategic priorities
- Influencing key stakeholders
- Communicating the strategic plan.

## Entrepreneurship, Creativity, Innovation

This program teaches participants how to develop an entrepreneurial mindset, allowing for more productive and creative thinking in business.

**Key Benefits:** Learn and apply strategies and techniques for creating new ideas and more innovative solutions. Examine strategies that drive innovation, effectiveness, and efficiency. Apply innovative tools to real case scenarios.

### Program Outline

- Developing an entrepreneurial mindset
- Creativity and innovation
- Productive thinking
- Components of creativity and innovation
- Tools for creative and lateral thinking.

## Project Management Fundamentals

Project Management Fundamentals, targetted at non-project managers, teaches participants how to lead projects using project management methodology.

**Key Benefits:** Lead projects. Manage and communicate with project stakeholders. Apply project management methodology to deliver outcomes.

### Program Outline

- Project management - definition and roles
- Planning and scoping projects
- Identifying and mitigating risk
- Leading project teams
- Tools for successfully managing projects
- Executing, monitoring, and controlling projects.

# Management

## Management Skills for New Managers

An interactive and practical program that teaches new managers how to: engage staff more effectively; create inclusive, meaningful and positive workplaces; communicate more clearly; build emotional intelligence; and increase performance and achieve goals.

**Key Benefits:** Learn the competencies of a modern manager: lead people; set clear direction; manage change; communicate more effectively; and coach and influence others. Learn how to provide constructive feedback, and how to create an engaging and motivating work climate.

### Program Outline

- Role of manager
- Communication tools for managers
- Managing priorities and goal achievement
- Performance management
- Situational leadership
- Coaching for improved performance
- Creating an engaging workplace.

## Communication and Interpersonal Skills

Great organisations are built on great relationships and great relationships are built on outstanding communication and interpersonal skills. This enriching program will help participants develop more positive relationships and help them communicate in ways that meet the needs of their audience.

**Key Benefits:** Build self-awareness and improve relationships. Learn skills and strategies for influencing and motivating others. Collaborate and communicate with greater impact. Improve verbal and non-verbal skills.

### Program Outline

- Communication style differences
- Assessment of personal communication style
- Characteristics of effective communicators
- Strategies for communicating with greater impact
- Using non-verbal skills to build better relationships
- Communicating with tact and diplomacy
- Recovering from communication breakdowns.



## Coaching for High Performance

Great coaches create great relationships with people, hold crucial conversations, and empower others to be successful. Become such a coach with this program.

**Key Benefits:** Learn how to become a great coach. Hold conversations that challenge and empower employees to reach higher performance. Deal effectively with challenging people. Build accountability.

### Program Outline

- Differences between leading and managing
- Aligning coaching to organisational culture and values
- Situational leadership and coaching
- Leading a culture of high performance, engagement, and accountability.

## Business Writing Essentials

Good writing skills are a must for all professionals. This program will help participants build managerial credibility by learning the skills of exemplary business writing.

**Key Benefits:** Learn how to draft, edit and proofread. Use correct grammar and punctuation. Construct correspondence that builds personal credibility.

### Program Outline

- Guidelines for effective business writing
- Writing for your audience
- Achieving clarity, conciseness, and precision
- Writing the first draft
- Language - grammar and punctuation rules
- Editing and proofreading.



# Personal Effectiveness

## Influence and Persuasion

This dynamic program teaches participants the skills, principles, and techniques required to influence others to achieve remarkable results. It is relevant for anyone, whether in business or not.

**Key Benefits:** Understand the psychology of persuasion. Learn principles and techniques to be more influential. Understand triggers that influence decision-making processes and behaviours.

### Program Outline

- Persuasion and influence
- The laws of persuasion
- Positive verbal and non-verbal influencing skills
- Involving others to achieve outcomes
- Applying the laws of persuasion.



## Personal Mastery

This transformative and life-changing experience will enable participants to take charge of all aspects of their personal and work lives. Become more confident, resilient, effective, proactive and successful.

**Key Benefits:** Increase self-awareness. Learn strategies for building confidence and success. Cope better with challenging situations. Bounce back from what may seem insurmountable. Become one's best self.

### Program Outline

- Strategies for taking charge of life and work
- Thinking big picture - begin with the end in mind
- Prioritising and thinking "win-win"
- Positivity and multiplier thinking
- Strategies for building resilience.

## Customer Service Excellence

This workshop will teach participants strategies, skills and tips for delivering customer experiences that delight customers all the time.

**Key Benefits:** Build credibility with customers. Manage customer expectations. Avoid customer "turn-offs". Learn and apply techniques that create memorable customer experiences.

### Program Outline

- Elements of excellent customer service
- Identifying customer needs and wants
- Meeting and managing customer expectations
- Delivering quality service experiences
- Verbal and non-verbal communication
- Responding effectively to difficult customers.

## Whole Brain Thinking

Whole Brain Thinking provides a model for understanding one's own and others' preferences. Understanding preferences will help participants build better relationships and communicate in ways that meet the needs of others. Profiling instrument included.

**Key Benefits:** Build self-awareness. Learn how to improve communication, management style, decision-making processes, and build better relationships.

### Program Outline

- The Whole Brain Thinking Model
- Analysis of personal preferences
- Understanding different people types
- Tips for identifying others' preferences
- Strategies for improved communication.

# Collaborative Learning

## Collaborative Thinking Networks

### *The Revolution in Collaborative Learning!*

Given the need for individuals and organisations to remain relevant in today's ever-changing world, *Leadership Learning Dynamics* is revolutionising learning with the introduction of Collaborative Thinking Networks - the future in learning and networking.

Collaborative Thinking Networks provide actionable, relevant and targeted micro-learning opportunities that enable people to learn more, think more, and perform better.

The Networks bring together small groups of people for learning experiences in which new ideas can be discussed, networking promoted, group relationships built, and organisational learning capacity expanded.

Collaborative Thinking Networks provide organisations the latest knowledge on the topics most important to business success – leadership, performance, accountability, coaching, customer service, feedback, influence, and resilience, just to name a few.

Collaborative Thinking Networks include:

1. Strategic Networks - providing leaders with the latest, cutting-edge knowledge and discussed in terms of relevancy and applicability to the business.
2. Operational Networks - providing practical, hands-on skills and tips for delivering greater effectiveness and efficiencies.

To remain a leader in your field, investing in continuous learning is non-negotiable. Collaborative Thinking Networks will keep you at the forefront of your industry.

Grow your business and keep your people current, relevant, productive and connected.

Call NOW!

## Team Challenge

*A unique, challenging, fast-paced experiential learning experience for building high performing, integrated teams.*

The Team Challenge will have your people thinking “one team” - a team focused on strategy, delivering results, taking responsibility and accepting accountability, solving problems, building relationships, and improving communication skills.

Participants will learn how to create, and be part of, an effective and high performing team. Then, they will put their learning to the test in an experiential challenge, based on achievement, high performance, accountability, and results.

Expect people to return to work positively impacted by the experience and ready to implement their learning to build higher performing teams.

The Team Challenge provides a great way to build organisational culture, complementing employee recognition and reward programs by offering a fun and competitive activity.

*Learn new ideas for building high performing teams, be challenged and taken out of your comfort zone, and be accountable for achieving team results!*





**Derek C Stamoulis**  
**Chief Executive Officer**

*International Presenter/Facilitator  
Leadership and Culture Expert  
Customer Experience Strategist  
Educator and Academic  
Business Strategist and Thinker  
Author/Writer*

***Derek Stamoulis is CEO of Leadership Learning Dynamics, a company committed to cutting-edge learning and helping organisations and their people deliver real and tangible business results.***

An international educator, facilitator and business leader, Derek is an authority on leadership, culture, strategic human resource management, and customer service. In addition to delivering dynamic keynote presentations, Derek partners with executive teams to create a high-level strategy that delivers on the business and customer promise.

A strategic thinker and continuous learner himself, Derek places people at the centre of the learning experience. With over 15 years of MBA teaching, he takes the best of academic and business learning and reconstructs it in ways that have meaning for learners and tangible results for businesses.

At a strategic level, Derek assists boards, businesses, and leadership teams design and execute strategy. An alumnus of the Disney Institute, Derek has perfected the science of creating an Integrated Strategy for Leadership, Culture and Customer Experience Strategy.

Derek is an inspirational and motivational educator. He possesses the innate ability to extract the best from individuals, allowing them to realise their potential. He is achievement and solution focused, collaborative and passionate, and committed to building positive lasting relationships,

With his diverse experience as an international speaker, senior leader, board member, lead facilitator with government, local government and peak bodies, along with his excellence in leading stakeholder and community forums, Derek has the drive, energy, and integrity to help you achieve great outcomes for your business and your people.

***“Our City has been working with Derek for several years on strategically developing Organisational Culture, building Leadership Brand and designing and delivering our Leadership Programs.***

***Derek is excellent to work with. His programs are strategically focused, effective and economic. His personal style is engaging and supportive, drawing the best out of each participant and creating a culture of learning, collaboration & commitment.***

***With Derek's mentoring, people truly sign on to the journey and remain committed. The results have translated into greater efficiencies, improved workforce behaviours, and better service outcomes.***

***We have been extremely pleased with the results and the changes achieved through Derek's programs. We would recommend them to any business seeking to make deep change within their leadership and workforce.”***

***Howard Lacy***  
***General Manager***



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