



Catalogue of Offerings



We exist to empower leaders and teams to breakthrough and achieve their potential!

Call us at: 0481 307 778

Email: scott@breakthroughcorporatetraining.com.au

Learn more and get an instant quote at: www.breakthroughcorporatetraining.com.au

Empowering Leaders and Teams to Breakthrough and Achieve Their Potential!

If you have been tasked with finding options for corporate training in Sydney, Australia or anywhere in the world, you have come to the right place! Our core business is the design and development of corporate soft skill training, including communication training, leadership development, team effectiveness, and team building experiences. We aim at building cohesive teams that are engaged in their work and function effectively and productively, which ultimately leads to organisational health and increased profit. Choose your path to breakthrough!

Breakthrough Corporate Training is at Work for You!



85,000+

People in attendance at
our keynote talks and
training



200 - 500%

Your ROI that you and
your team should expect
over time



12 Countries

Where we have Training
and Coaching Clients



100%

Ability to positively shift
the atmosphere of your
training room



20,000+

Combined One-on-one
Professional Coaching and
Mentoring hours



7 Life Languages™

Scott and Nicole Epp are
Australia Senior Certified
Communication Coaches

Your Speakers, Trainers and Coaches

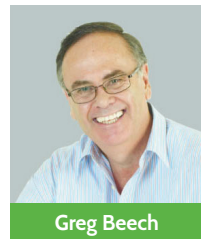


Scott Epp

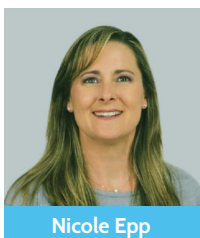
Canadian born Scott Epp is passionate about helping people live with passion and abundance! Scott has led over 100 keynote speeches and workshops and won numerous speaking competitions. Scott is a co-founder of Abundance Coaching, Breakthrough Corporate Training and Coachemy Academy and he is an Australia Senior Certified Life Languages™ Coach. With over 10,000 hours of professional coaching and mentoring experience, Scott has positioned himself to specialise in helping people and organisations become their authentic amazing best! Scott's enthusing and inspiring coaching and leadership style will spur you to get transformed results in every course he leads.



Greg Beech co-founded Breakthrough Corporate Training and he specialises in helping leaders and teams to perform at their best. Greg travels extensively to third-world countries as a motivational speaker and trainer. Having witnessed poverty firsthand, Greg was moved to do all he could to make a difference in people's lives. He is also the founder of Homes of Hope International. Greg speaks to groups ranging from 10 – 10,000. He has delivered thousands of presentations internationally, leading workshops, seminars, and leadership courses. With over 10,000 hours of professional coaching and mentoring, Greg speaks with wisdom and authority with every course he leads.

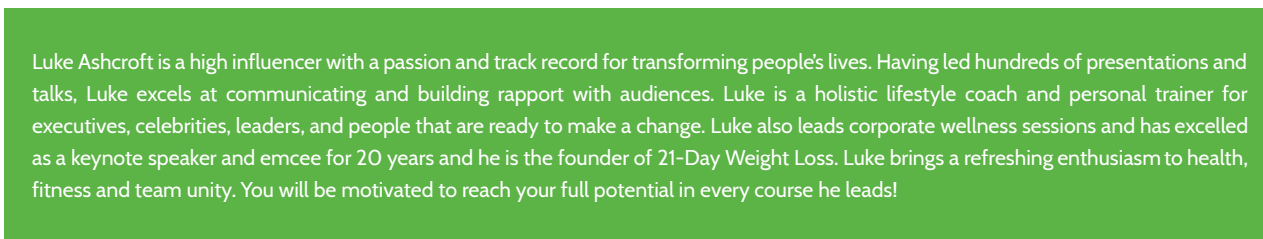


Greg Beech



Nicole Epp

Nicole Epp is a co-founder of Abundance Coaching, Breakthrough Corporate Training and Coachemy Academy. As an Australia Senior Certified Life Languages™ Coach, Nicole excels at teaching and revealing the 7 Life Languages™ with an in-depth understanding of this exceptional communication tool. Since 2006, Nicole has grown in her knowledge in Life Languages™. She has led workshops around the world and thrives on bringing insight and transformation to people as they understand who they are and how they can effectively communicate. Nicole brings insight and inspiration in every Life Languages™ course she leads.



Luke Ashcroft is a high influencer with a passion and track record for transforming people's lives. Having led hundreds of presentations and talks, Luke excels at communicating and building rapport with audiences. Luke is a holistic lifestyle coach and personal trainer for executives, celebrities, leaders, and people that are ready to make a change. Luke also leads corporate wellness sessions and has excelled as a keynote speaker and emcee for 20 years and he is the founder of 21-Day Weight Loss. Luke brings a refreshing enthusiasm to health, fitness and team unity. You will be motivated to reach your full potential in every course he leads!

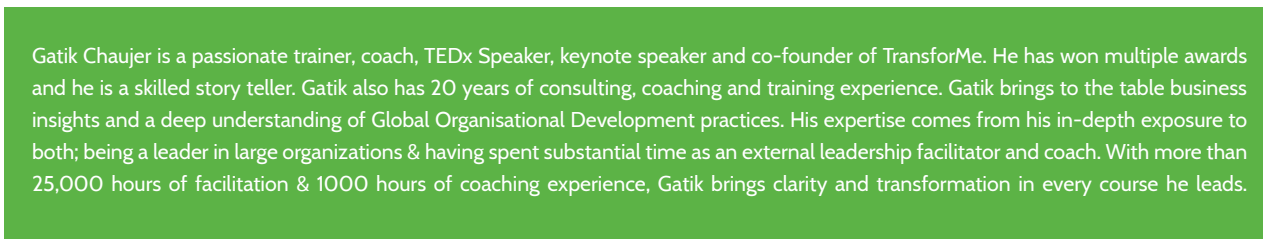


Luke Ashcroft



Nathan Martin

Nathan Martin has always had a passion for motivation, particularly motivating others. Through Personal Training, Nathan has helped 100s of people achieve physical and emotional success, both everyday people to top celebrities. In addition to speaking and training Nathan also runs Tennis Fitness where he and his wife Giselle have developed their reputations as 2 of the best tennis fitness trainers in the world (having worked with 5 number 1 players including Lleyton Hewitt, Martina Navratilova and Arantxa Sánchez Vicario). Nathan's passion for performance, life and wellbeing flow through his speaking and training style.



Gatik Chaujer is a passionate trainer, coach, TEDx Speaker, keynote speaker and co-founder of TransforMe. He has won multiple awards and he is a skilled story teller. Gatik also has 20 years of consulting, coaching and training experience. Gatik brings to the table business insights and a deep understanding of Global Organisational Development practices. His expertise comes from his in-depth exposure to both; being a leader in large organizations & having spent substantial time as an external leadership facilitator and coach. With more than 25,000 hours of facilitation & 1000 hours of coaching experience, Gatik brings clarity and transformation in every course he leads.



Gatik Chaujer



Sandra Colhando

Sandra Colhando is a PCC (International Coach Federation) with a mission to enable clients to facilitate transitions, deal with professional challenges & accelerate personal effectiveness. Sandra has over 5,000 hours of professional coaching and facilitation experience. Driven by her mission to transform lives, she has spoken on TEDx a few times and she was awarded as the "Most Talented Coaching Leader" by the World HRD Congress in 2017 as a co-founder of TransforMe. Sandra ignites leaders and teams to perform at their best in every course she leads.

In addition to our core team, we have a strategic partnership with Gatik Chaujer and Sandra Colhando from TransforMe who are the primary facilitators of some of the listed courses. We also partner with other specialised trainers and coaches who lead events and workshops with us as needed. We don't offer every type of corporate training course but we are great at delivering the courses that we do offer. We are also growing our team to include more offerings as needed.



Breakthrough CORPORATE TRAINING

Catalogue of Offerings

Feel free to browse our catalogue of offerings. If you are looking for a keynote talk or an emcee, then check out page 5. You may want to start with our Featured Course on page 7. We also have a Training Needs Assessment on Page 37. We can be flexible in customising our training; however, we have found that each of these courses/workshops generates superb results when delivered by our capable trainers and coaches in its proposed format. You may want to check out our team building experiences or our 12-month programmes. Here is our Catalogue of Offerings.

Keynote Speaking and Emcee Options

Keynote Talks and Emceeing Events _____ Pg. 5

Courses and Workshop Options

Option 1: Life Languages™ Communication Breakthrough Course© - Featured Course _____ Pg. 7
 Option 2: Leading Healthy and Cohesive Teams Course© _____ Pg. 9
 Option 3: The Breakthrough Influential Leader Course© _____ Pg. 10
 Option 4: Transforming Conflict in the Workplace Course© _____ Pg. 11
 Option 5: The Proficient Speaker and Emcee Course© _____ Pg. 12
 Option 6: Authentically Building Trust and Rapport Course© _____ Pg. 13
 Option 7: Breakthrough Assertiveness and Confidence Course© _____ Pg. 14
 Option 8: The Keys to Effective Coaching in the Workplace Course© _____ Pg. 15
 Option 9: The Ultimate Year Course© _____ Pg. 16
 Option 10: The Synergizing Strengths Course© _____ Pg. 17
 Option 11: The Art of Storytelling Course© _____ Pg. 18
 Option 12: The Character and Principle Driven Team Course© _____ Pg. 19
 Option 13: Breakthrough Corporate Wellness Course© _____ Pg. 20
 Option 14: Navigating Transitions and Change in the Workplace Course© _____ Pg. 21
 Option 15: Developing Empathy as a Strength Course © _____ Pg. 22
 Option 16: Graciously Handling Challenging People Course© _____ Pg. 23
 Option 17: The Epic Life Values Course© _____ Pg. 24
 Option 18: The Life Plan Intensive Course© or The Business Plan Intensive Course© _____ Pg. 25

Team Building Experience Options

Option 1: The Egg Drop Team Building Challenge© _____ Pg. 27
 Option 2: Custom Team Retreat _____ Pg. 28
 Option 3: Custom Team Building Experience _____ Pg. 29

12-Month Programme Options

Option 1: The 12-Month Communication and Culture Transformation Programme© _____ Pg. 31
 Option 2: The 12-Month Breakthrough Influential Leader Programme© _____ Pg. 32
 Option 3: The 12-Month Character and Principle Driven Team Programme © _____ Pg. 33

Success Stories and Needs Assessment Tool

The Breakthrough Corporate Training Advantage _____ Pg. 34
 Success Stories _____ Pg. 35
 Breakthrough Corporate Training Needs Assessment Tool© _____ Pg. 37



Keynote Talks and Emceeing Events



Keynote Talks and Emceeing Events

A great speech can inspire, educate, motivate and move people. We remember speeches from our past and current prime ministers, presidents, and leaders. We are influenced by speeches from famous movies and inspired by the speeches that united the underdogs to win the big game or fight.

All 5 of our featured Keynote Speakers have exceptional experience and have combined to deliver over 1000 talks to groups of 10 – 20,000. In his 12 years with Toastmasters International, Scott Epp competed and won at dozens of speech and evaluation competitions. He was also a finalist for The Toastmasters International Humorous Speech Contest in 2012. Scott is engaging and dynamic in his speaking style and he inspires his audiences to rise in confidence and action. Luke Ashcroft will empower and motivate your audience with authoritative keynote talks on wellness and human performance. Greg Beech is a sought-after leadership speaker who brings vast wisdom from working with thousands of leaders around the world. Gatik Chaujer has invigorated audiences around the world especially with his Story Telling talks and he has presented on the TEDx stage. Nathan Martin has trained 5 number 1 Tennis players including Lleyton Hewitt and he specialises in delivering keynote talks on breaking through fear, confidence and peak performance. Inspirational/Keynote talks can be between 15 minutes to 2 hours long. Scott Epp and Luke Ashcroft have emceed dozens of high calibre events and they are available to be moderators and/or emcees at your upcoming event. Enquire by calling us or watch our highlight videos at www.breakthroughcorporatetraining.com.au/keynote-speaking.



Here are some of Scott Epp's popular inspirational/keynote talks:

1. The 7 Powerful Keys to Create Your Abundance Mindset - and Crush Scarcity Once and for All!
2. Awaken the Wild Lion Within – Have the Confidence to Achieve Anything by Taking Back Your Roar!
3. Breakthrough Influential Leadership© - A Roadmap for Leaders Who are Connected, Real and Effective
4. Living Your Epic Life Values – and Getting the Most out of Your Life and Work
5. Dare to Disrupt – What Difference Making Leaders and Organisations are Doing that Sets Them Apart
6. Social Intelligence –The Art of Communication and Interpersonal Skills
7. Authentically Building Trust and Rapport
8. Overcoming the Fence of Offence – The Cure That Will Synergise Your Team
9. The Happy, Healthy, and Cohesive Team – What Makes Them Stand Above

Here are some of Luke Ashcroft's popular inspirational/keynote talks:

1. Eat, Move, and Think Your Way to a Personal Wellness Revolution
2. The Secret Competition - How to Achieve Your Health and Wellness Goals
3. From the Edge of Human Performance - Harnessing the Power of the Mind to Blast Your Way to Success
4. The Hidden Struggle – Why Fear Paralyzes People and Organisations... and What to Do About It

Here are some of Greg Beech's popular inspirational/keynote talks:

1. Living a Life of Impact, Contribution, and Legacy
2. Making a Real Difference with Corporate Social Responsibility
3. Social Intelligence – The Art of Communication and Interpersonal Skills
4. Breakthrough Influential Leadership© - A Roadmap for Leaders Who are Connected, Real, and Effective

Here are some of Gatik Chaujer's popular inspirational/keynote talks:

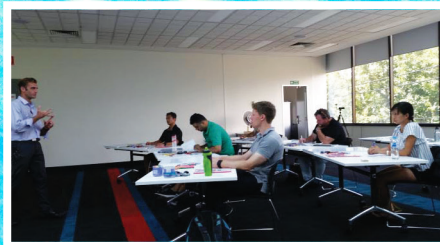
1. Story Telling for Leaders
2. Influencing Without Authority
3. Critical Conversations

Here are some of Nathan Martin's popular inspirational/keynote talks:

1. The Keys to Breaking Through Fear and Having Confidence
2. How to Champion People to Perform at the Highest Levels



Courses and Workshop Options



Option 1: Life Languages™ Communication Breakthrough Course© - Featured Course

Poor communication costs businesses millions of dollars due to low productivity, conflict, and staff turnover. To be able to do any work together, we need to communicate. We need to learn the skills to be understood and to understand what is being said to us. Any breakdown in communication can have significant costs to your business. The wrong product shipped to the client, a fight between two team members due to a misunderstanding, colleagues who don't trust each other, feelings that are hurt, a customer being told the wrong thing... All these can occur as a result of a problem in communication and damage the reputation of your brand. The costs are quantifiable, too. The Holmes Report reviewed 400 corporations and found that in the largest corporations in the U.S. and the U.K., the price for communication barriers were around \$62 million in productivity in each corporation. If your business involves more than one person, in any capacity, whether as an employee or a client, you need to be able to communicate effectively. Ineffective communication costs:



- **Time Loss** - Communication breakdowns lead to significant time losses and this can result in customers leaving. Time loss is frustrating and tangibly costs organisations. Time losses are often a consequence of miscommunication.
- **Disputes and conflicts** - Workplace conflicts can result in absenteeism and people leaving their job. In fact, according to research, up to 50% of the reasons people leave their job is due to disputes and conflict.
- **Low employee engagement and productivity** - Communication breakdowns force people to give their time and attention to fixing the errors that should never have happened in the first place. Poor communication often leads to presenteeism where employees are at work but they are not fully present, engaged and unified as a team. Poor communication causes frustration and stress.
- **Project failure** - Poor communication, if it is not detected on time, can lead to project failure. When a mistake is made early in the process and never caught, and thus the project continues on a faulty base.
- **Decreased revenue** – According to The Holmes Report – corporations with leaders identified as highly effective communicators had up to 47% more returns to shareholders within a five-year time span when compared to the corporations with the least effective communicators at the helm. Simply put – good communication pays.
- **Unsafe and unhealthy work environments** – Poor communication contributes to issues with occupational health and safety, lack of trust, low 'company buy-in', and more. Employees want to be on a healthy, cohesive team that is working together.

There are no downsides to having excellent communication. There are, however, clear disadvantages and loss of opportunity in regards to bad communication. Having established that, what can you do about it?

You can find many general tools that work on improving communication. They offer some solutions that can be effective for some people but not everyone. They do not especially help resolve conflicts between contrasting communication styles. These tools fall short when they simply prescribe what is happening and then they offer a blanket solution, like using a general script to communicate to introverted or extraverted people on a team. Why is this less effective? Everybody is different. What works for one individual may not work for another team member. Forcing everybody to adopt a specific communication approach can backfire and make some communication issues worse or create resentment among those team members who don't feel that their communication style is being respected. Other tools focus only on identifying different personalities but do not provide enough practical tools and they are not sufficiently applicable.

The Holmes Report: total estimated cost of employee misunderstanding (including actions or errors of omission by employees who have misunderstood or were misinformed about company policies, business processes, job function or a combination of the three) in 100,000-employee companies, among 400 surveyed corporations in the U.S. and U.K. (average cost per company is \$62.4 million per year) 2. \$26,041: cumulative cost per worker per year due to productivity losses resulting from communications barriers 3. Companies that have leaders who are highly effective communicators had 47% higher total returns to shareholders over the last five years compared with firms that have leaders who are the least effective communicators' – The Holmes Report - <https://www.holmesreport.com/latest/article/the-cost-of-poor-communications>

Transform your Team Communication, Character and Culture

Fred and Anna Kendall developed The Kendall Life Languages Profile™ over 30 years ago. It has a 98% statistical accuracy and it has been taken over 225,000 times with people in over 100 countries around the world since 1985. It is accurate and effective regardless of age, race, nationality, ethnicity or gender. It is a communication analysis tool that teaches you to be self-aware, internalise the information about the seven communication styles, and reach others by speaking their language. Life Languages™ is based on the principle of character-centered-communication which aims to empower you and your team to communicate more efficiently and productively. Through this course we will help the participants identify their communication challenges. Participants will receive tools to become effective with their relationships and interactions. You will be amazed at how you and your team activate the learning as you reach others by speaking in their communication styles. This fun and interactive course is aimed at improving workplace communication and character.

You may have heard of profiles or assessments which tell you about your personality. Life Languages™ is a unique and different profile that gives you a comprehensive picture of who you are and how you communicate, act, and behave. This profile does not single you out into one of 4 quadrants or one of 16 styles but rather expresses how we are all wired with 7 Life Languages™ at varying levels. Each of these 7 Life Languages™ highlights positive communication skills as well as areas for personal growth. The Kendall Life Languages™ Profile is both diagnostic and prescriptive. It diagnoses your passions, strengths, fluencies and possible weaknesses. You and your participants will gain an almost immediate self-awareness and others-awareness. Now let's take a quick look at the 7 Life Languages™.



Innovative
Forceful
High Standards



Diligent
Practical
Detailed



Intuitive
Enthusiasm
Inclusive



Compassionate
Creative
Passionate



Strategic
Organised
Focused



Resourceful
Financial
Hospitable



Inquisitive
Philosophical
Intelligent

About the Life Languages™ Communication Breakthrough Course©

Understanding these 7 Life Languages™ “switches on the lights” in communication. This course will help you and your colleagues grow in your Communication Intelligence. One important aspect of Communication Intelligence is respecting and honouring others and being respected and honoured in return.

This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- Learn effective communication with your management, peers, teams and clients.
- Discover healthier ways to resolve conflicts and connect with your co-workers.
- Develop communication intelligence skills.
- Become aware of your communication weaknesses and turn these into strengths.
- Increase the bottom line because your team will be empowered with the Life Languages™ System

Scott and Nicole Epp are Australia based Senior Certified Life Languages™ Communication Coaches. They will help you get a deep understanding of yourself and others through this unique course. You may also be interested in our 12-Month Communication and Culture Transformation Programme© (see page 31). Learn more about this course and our 12-Month Programme by watching our informational video and success stories at www.breakthroughcorporatetraining.com.au/communication.

Training Options

1/2 Day: The Life Languages™ Communication Breakthrough Course© - Abridged Version.

1 Day: The complete Life Language™ Communication Breakthrough Course© (Includes fun team building activities).

2 Days: The Languages™ Communication Breakthrough Course© Level 2 (We lead this course over 1 Day. The 2nd Day is focused on application.)

12-Month Programme: Team communication and culture transformation over 12-months.

Option 2: Leading Healthy and Cohesive Teams Course©

Many leaders ignore team health for a variety of reasons; some of the reasons are listed below:

- Leaders have never been trained.
- Leaders are consumed with immediate outcomes.
- Leaders are too busy.
- Leaders may have tried taking their teams on activities with little results.

Team health is crucial for any business seeking growth. Patrick Lencioni, a world-renowned expert on teams, argues that team health is the single most significant advantage for any company. Although team members are technologically interconnected, there are often silos within teams and departments. Lack of collaboration or poor communication leads to team problems and failures. Teams usually succeed or fail based on communication and trust levels.



Building and leading a healthy and cohesive team is vital to reinforce the values and vision of your business/organisation. A thriving team has a pulse on the importance of culture, trust, healthy conflict, accountability, commitment, accountability and results. Now let's take your team(s) to new heights!

Often, our clients want a more structured training that focuses on team cohesion and effectiveness. We have built this training over the past 10 years and have led it in part and in full with teams around the world. We credit Patrick Lencioni and the Table Group and their '5 Dysfunctions of a Team' and 'Advantage' books/tools for some aspects of this course. This interactive course gives your team the skills and resources that are essential for them to become a healthy and cohesive team. This course is a mix of learning, coaching and small group activities. We will empower your leaders and teams to breakthrough and achieve their potential!

This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- Understand the dynamics and importance of teamwork and what is needed to lift the effectiveness of your team.
- Learn how to work together effectively, appreciating each other's strengths, values, and weaknesses.
- Develop a vision that is "owned" by everyone on the team.
- Create the needed action steps that will see the team and organisation get their desired results.
- Communicate the vision in such a way that it is accomplished.

39% of surveyed employees believe that people in their own organization don't collaborate enough. So the drive is there, there is no mistaking that your workforce wants more collaboration, and sees a need for it. What they require now is the leadership to direct this change. Silos don't come down on their own; a shift toward a more collaborative culture needs to come from the top, down... About 75% of employers rate team work and collaboration as "very important", yet only 18% of employees get communication evaluations at their performance reviews... 86% of employees and executives cite lack of collaboration or ineffective communication for workplace failures...

<https://blog.clearcompany.com/7-workplace-collaboration-statistics-that-will-have-you-knocking-down-cubicles>

The Healthy and Cohesive Team Course will be significant in teaching and empowering your team to achieve their potential. Imagine your high performing team with excellent communication (both verbal and non-verbal) bonded, trusting and more! This course is interactive and engaging with a mix of teaching, coaching, fun, and application activities.

Training Options

This course may include actual role-plays or live activations and consulting with customer service, sales teams, etc.

90 Min - 1/2 Day: Selected sessions leading healthy and cohesive teams can be led in 90 minutes – 1/2 Day.

1 Day: The complete Leading Healthy and Cohesive Teams Course©.

2 Days: The complete Leading Healthy and Cohesive Teams Course© Level 2 (We lead this course over 1 Day. The 2nd Day focuses on application.)

Option 3: The Breakthrough Influential Leader Course©

One of the significant keys to success for businesses and organisations is effective leadership. We believe everyone can become an effective Leader and leadership development should be a priority for every organisation. Through this course we will upskill and mentor you and your team so that everyone grows in their leadership.

This Breakthrough Corporate Training proprietary course will include the following outcomes:

- Deepen their understanding of The Breakthrough Influential Leader©.
- Become inspiring models for others.
- Be motivated to be more effective.
- Become effective decision makers.
- Developing a roadmap for being connected, real and effective.
- Know how to create an encouraging work environment.
- Be able to undertake regular reviews of the strategic plan and goals.
- Have a positive view of conflict transformation and gain the requisite skills.
- Drive the organisation towards growth, as more leaders are developed integrally.
- Know how to develop and get their team to “buy in” to the vision and strategic plans.
- Know how to heighten employee motivation and help employees achieve their potentials.
- Become more focused on performance outcomes as they learn how to put first things first.
- Understanding the impacts and stress that leaders may be placing on their team through their leadership and communication styles.



Part 1

1. Understanding The Breakthrough Influential Leader© and the 5 key leadership behaviours.
2. The character of a leader and the new perspectives.
3. Developing the leader from within (includes mentoring and application).
4. The visionary leader; developing a compelling vision with team alignment.
5. The team-building leader.
6. The values-based leader.

Part 2

1. The Leader's priorities and productivity.
2. Goal setting and action plans that work.
3. Problem solving skills for every leader.
4. The leader as an effective delegator.
5. Leadership and conflict management.
6. The Leader's self-care and work/life balance.

Part 3

1. Leading with integrity.
2. Leading with wisdom; the leadership wisdom principles that strengthen and deepen leaders.
3. Effective decision making.
4. The disciplined, strategic and focussed leader.
5. The courageous leader.
6. Staying the course; growing in leadership and the Leader's development timeline.

Optional Add-On Leadership Topics

Strategies for working with difficult people - Leadership skills for coping with criticism - The confident leader - Attitudes of a leader that produces breakthroughs - Advanced team building - The leader as a coach - Understanding and developing your team members' leadership and communication styles.

Training Options

This course may include actual role-plays or live activations and consulting with customer service, sales teams, etc.

90 Min - 1/2 Day: Selected sessions on leadership can be led in 90 minutes – 1/2 Day.

1 – 3 Day(s): Day 1 will cover Part 1 of the Breakthrough Influential Leadership© Course. Day 2 will cover Part 1 and 2. Day 3 covers Part 1, 2 and 3.

12-Month Programme: Includes parts 1-3, mentoring and ongoing support (see page 32).

Option 4: Transforming Conflict in the Workplace Course©

Wherever two or more people come together, there is bound to be conflict. Conflict costs businesses and organisations hundreds of millions of dollars every year. Yet, conflict can be a great factor for organisational success.

This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- A comprehensive understanding of the dynamics of conflict and conflict resolution.
- An appreciation of the cost of conflict.
- An understanding of the importance of conflict.
- Knowledge on how to use a step by step conflict resolution process to transform conflict disputes.
- A working understanding of the 5 levels of conflict and how to prevent going to levels 4 and 5.
- A set of skills in solution building and finding common ground.
- An understanding of the five main styles of conflict resolution.
- The skills needed to design a conflict transformation agreement.



Part 1

1. The unique benefits and dangers inherent in conflict.
2. The dynamics of conflict – what is conflict? The difference between conflict management, conflict resolution, and conflict transformation.
3. Appreciating what causes conflict.
4. The cost of untransformed conflict.
5. Understanding how and why you respond to conflict the way you do. Patterns and models.
6. Challenging our unhealthy assumptions about conflict.

Part 2

1. Adopting better metaphors for conflict transformation.
2. The 5 levels of conflict.
3. Resolving to transform conflict.
4. The difference between positions and interests.
5. The goals of conflict transformation.
6. Styles and tactics in conflict transformation.

Part 3

1. Steps toward conflict transformation – a guide for transforming conflict.
2. A powerful communication model for transforming conflict.
3. Developing a conflict transformation agreement for (with) your organization.

Training Options

This course is a great course to follow up on Life Languages Communication Breakthrough Course© or The Breakthrough Influential Leader Course©. This course may include actual role-plays or live activations and consulting with customer service, sales teams, etc.

90 Min - 1/2 Day: Selected sessions on transforming conflict in the workplace can be led in 90 minutes. The Transforming Conflict in the Workplace Course© can be led in half a day.

1 Day: The Full Transforming Conflict in the Workplace Course© including part 1,2, and 3. We can offer additional coaching and conflict moderation that is specific to your team.

Option 5: The Proficient Speaker and Emcee Course©

Presentations and speeches have the power to move and inspire people, yet many people have a huge fear of public speaking. We will help you learn to enjoy speaking. Thanks to The Proficient Speaker and Emcee© Course, participants will find themselves enjoying public speaking! This course is based on practical experience and not just theory. Every participant will get to practise their new speaking skills throughout this course.

Do you have team members that need to develop skills as a speaker, emcee or moderator? We will gear our course to where your team is at. We can optionally add emcee and/or moderator skills depending on what you need. This course will be led by Scott Epp and/or Luke Ashcroft and/or Gatik Chaujer. Scott Epp and Luke Ashcroft have a combined 20 years of International Toastmasters experience. Scott has competed and won at the highest levels at International Toastmasters. Scott and Luke have emceed dozens of events. Gatik Chaujer has spoken on TEDx stage. Scott, Luke and Gatik have delivered hundreds of speeches combined.



This Breakthrough Corporate Training proprietary course will help participants with speaking and emceeing skills: The Proficient Speaker

- Learn the proficient speaker and emcee HACK© (Humility, Authenticity, Confidence, Know).
- Social etiquette, protocol, and platform manners.
- Preparation for your event (appearance, self-talk, nutrition, microphones, lecterns, slides, and more).
- Stage presence and management.
- The Proficient Speaker Confidence Model©
- Using media, slides, and props – including making incredible slides with proven examples.
- Setting the scene and theme for your speech or talk.
- The Proficient Speaker Story Telling Method© - Take people on a journey.
- The 12 Strategies to Writing a Winning Speech©
- The 12 Strategies to Present a Winning Speech©
- The Body Language Breakout Activity© – Learn how to breakout of The 12 Poor Body Language Habits©
- Effectively use body language, voice, tone and vocal variety.
- Using humour and thinking on your feet.
- What to do and say/What NOT to do and say.
- Proficient bridging and gratitude.
- Learn the advanced speaking strategies that the best speakers and Toastmasters employ.
- Be activated by delivering your own introductions and speeches and get live feedback from your trainer.

Optional Add-Ons for Emcee and/or Moderator Training

Proficient emcee and/or moderation skills - Effective introduction skills - Interacting and engaging - Specific training on event preparation and preparing speakers or moderator panels – Q & A sessions – The PROFICIENT Moderator© (Probe, Respect, Organisation, Flexible, Interested, Care, Energy, Neutral, Timely)

Training Options

1/2 Day: Selected sessions from The Proficient Speaker and Emcee Course©.

1 Day: The complete Proficient Speaker and Emcee Course©.

1-3 Days: We can lead this course over multiple days when we combine specific coaching on writing and presenting with individuals or smaller groups. We can also offer coaching for speech writing, presentation skills and more on-site or on Zoom.us.

Option 6: Authentically Building Trust and Rapport Course©

Rapport can be the deciding factor between success and failure in your relationships. So, what is rapport? Rapport is the process of establishing and maintaining a relationship of mutual trust and understanding between two or more people.

Rapport is entering someone else's world so they feel you understand their perspective and needs. We can also say rapport occurs when people communicate in such a way that have mirrored their bodies and words.

If someone is hesitant, closed, uncooperative, and reluctant to communicate with you, it is likely that you have not yet built rapport. Developing a strong sense of rapport with clients or team members ensures you have a high level of trust, confidence and participation.



Taking the time to build rapport with customers and potential customers can contribute to sales and business growth. In fact, we can have an amazing product or service but without rapport we will struggle to connect with people and make sales. Rapport is crucial to the success of any business and while essential for sales, rapport is also vital for in-house employee relationships.

This course helps you and your team move from superficial to real connections with people. Body language and first impressions are vital keys to becoming a highly engaged individual and for building a highly engaging culture. The precious first moments when your team members interact with clients can make or break the possibility of a sale occurring. The residual effects of employees who do not authentically build rapport will result in diminished sales, lower customer service, loss of business, and lower staff morale.

This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- Understand authenticity, trust, and establishing a road map for strengthening these qualities.
- Know how to prepare for a stakeholder conversation that will result in rapport being established.
- Know how to make a positive first impression.
- Understand effective communication skills.
- Appreciate the importance of empathy and be able to be empathic with clients.
- Gain a firm grasp of building rapport and developing powerful rapport with clients.
- Gain a deeper understanding of communication, including words, voice, and body language.
- Move from rapport building to advancing in customer service, influencing stakeholders, and/or closing the sale.

This training will ultimately help Leaders and Managers train their teams on how to build rapport and trust. We may also include the three characteristics of great Salespeople and great team members and teaching on why some Salespeople fail and others succeed.

Training Options

This course may include actual role-plays or live activations and consulting with customer service, sales teams, etc.

90 Min - 1/2 Day: Selected sessions on authentically building trust and rapport can be led in 90 minutes. The Authentically Building Trust and Rapport Course© with limited time roleplays can be led in half a day.

1 Day: The complete Authentically Building Trust and Rapport Course©.

Option 7: Breakthrough Assertiveness and Confidence Course©

Most people would like to be more confident, but confidence, while highly desired, is often elusive. A survey of British Managers conducted by the Institute of Leadership and Management in the UK revealed that 50% of female respondents and 31% of male respondents don't feel confident about their job performance and careers.

Have you ever met someone in business who amazed you with the amount of confidence they exuded? Have you also wondered, "Is it possible to train myself or my team to be more confident so that we can draw on that confidence when we really need it?"

Neuroscience has shown us keys to unlock our confidence. As the author of 'Awaken the Wild Lion Within' Scott Epp has developed a coaching methodology to help people break free from their cage and have total confidence. Participants will become more self-assured and confident as they awaken the wild lion / wild lioness within and activate confidence strategies in their personal and professional lives.



It has been discovered that confident people share many of the same traits, even across cultures and industries. Cultivating the traits you already have and developing those that you do not yet have will build your overall self-confidence. Remember, self-confidence is about building yourself up, not tearing others down. When you are confident, you make others around you feel confident too. Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. Your courageous confidence and self-worth will translate into more success in sales, service, leadership, and all aspects of being a fulfilled and effective team member.

This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- Challenging your negative thinking and self-talk.
- Utilizing methodologies for understanding your worth - and the use of positive self-talk.
- Learning from confidence role models.
- Stepping out of your comfort zone and standing tall.
- Breaking through limiting stories.
- Empowering yourself through morning rituals.
- Surrounding yourself with positive people.
- The 7 powerful keys to create your abundance mindset.
- Prioritising your confident state.
- Engaging your S.E.A.L.L. team.
- Practicing sending positive communications phrased as "I-Messages".
- Practicing strategies for gaining positive outcomes in difficult interpersonal situations.
- Adopting strategies to overcome negative comments.
- Activating confidence strategies that will lead you to more sales and better service.

Training Options

This course may include actual role-plays or live activations and consulting with customer service, sales teams, etc.

90 Min - 1/2 Day: Selected sessions on assertiveness and confidence can be led in 90 minutes. The Breakthrough Assertiveness and Confidence Course© with limited time role-plays can be led in half a day.

1 Day: The complete Breakthrough Assertiveness and Confidence Course©.

Option 8: The Keys to Effective Coaching in the Workplace Course©

Developing a culture where people are applying effective coaching skills is a sure way to succeed today and beyond. Foundational coaching skills are pillars for successful communication, team health, empathy, motivation, collaboration, spirit, and effectiveness.

Scott Epp and Greg Beech each have over 10,000 hours of one-on-one professional coaching and mentoring experience. Scott and Nicole Epp are the founders of Abundance Coaching. This sets them apart as industry leaders in developing and teaching individuals and teams effective coaching skills.

This training highlights key coaching skills and helps coaches discover areas they need to work on to improve their coaching. Our training incorporates an array of training, coaching, role-playing, and activations. You will learn the strategies that we have honed for 10 years with Abundance Coaching. This course will introduce your team to coaching skills.



This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- Introduction to professional coaching.
- Effective communication and conversations.
- How to create a “coaching presence.”
- Curiosity rather than diagnosis.
- Advance your essential coaching skills: Powerful questions, Intuitive listening, reframing, visualising, goals and more.
- Modelling, role-plays, and in-class practice using the skills above.

Coaching Tools and Applications

Breakthrough Corporate Training provides numerous coaching tools and the necessary training for using them. Here are some of our proprietary coaching tools and applications that we can include:

- Abundance Coaching 4 Pillars of Life Tool©
- Abundance Coaching Values Discovery Tool©
- Abundance Coaching Comfort Zone Breakthrough Tool©
- Abundance Coaching Navigating Change Tool©
- Abundance Coaching Problem-Solving Tool©
- Abundance Coaching Rapid Results Tool©
- Abundance Coaching SEALL Team Tool©
- Abundance Coaching CLARITY Coaching Process©
- Abundance Coaching Setting Goals and Priorities Tool©
- Abundance Coaching Limiting Beliefs vs Empowering Beliefs Tool©
- Abundance Coaching Total Confidence and Self-Worth Blueprint©
- Abundance Coaching Story Breakthrough Tool©
- Abundance Coaching Conflict Management Tool©
- Abundance Coaching Communication Breakthrough Model©

Training Options

Since this training is so comprehensive, we can pick the most foundational elements for a 1-day training. We have led this training over multiple days with great results. This training can run from 1 – 5 days and would be tailored to your needs.

Option 9: The Ultimate Year Course®

Creating your personal, professional, and organisational vision and setting the right priorities and goals will lead you to ultimate success.

This workshop is awesome for helping people gain clarity on where they are standing, what their vision for their life is and what the action steps are to get where they want to go. We can exclusively customise The Ultimate Year Blueprint® proven process for you and your team. We could lead this workshop for your leadership team at your next retreat or off-site day and we could incorporate your organisational vision, priorities, and goals. This workshop is potentially the most creative, effective, and fun workshop you've ever attended.

If you want to have an ultimate year as an organisation or personally, then you need to focus and plan. Prepare to be inspired through our proven process that will help you create your vision board and plan your ultimate year based on YOUR personal and professional priorities. The intention of this workshop is to create awareness, plan for success, and take focused action.



This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- Find and consistently keep the right commitment for the year.
- Uncover the personal and professional blocks and limiting beliefs that are holding you back.
- Navigate through The Ultimate Year Blueprint®.
- Mastermind in a creative and inspiring environment.
- Create your ultimate year life priorities and feel free and equipped to personally and professionally take on your ultimate year action plan.
- Create your Ultimate Vision Board Activity® (This highly acclaimed step is optional as it does take 1.5 – 3 hours.)

It is well documented that psychologically when you combine personal development with creative activities, there is an increase in engagement and buy-in. We have developed a proven process that activates and inspires people throughout the day. Your Ultimate Year Course® can be led at any time during the year. If you're looking for a personal development workshop that is highly engaging while still pragmatic, this is your workshop.

Are you looking for a creative solution to clarify your organisational vision, mission, values and goals? We can lead this workshop for leadership groups. This collaborative, engaging, creative and interactive workshop will be customised to your organisation/leadership needs.

Training Options

1/2 Day: The abridged Ultimate Year Course® (without vision board session or without extensive goal session.)

1 Day: The complete Ultimate Year Course® (includes your Ultimate Vision Board Activity® if desired). Perfect for staff off-site days or staff retreats.

Course 10: The Synergizing Strengths Course©

“There is a 1.9 times increased likelihood of having above-median financial performance when the top team is working together toward a common vision.” - Scott Keller and Mary Meaney, Leading Organization: Ten Timeless Truths, New York, NY: Bloomsbury, 2017.

In today's interdependent, matrix, and dynamic workspaces, the need for teams to work smoothly is critical. However, the realities of competition, ego, personal agendas and fast changing teams makes for some interesting challenges that teams and leaders face today in getting everyone to rally around a common goal. Significant barriers to team growth can be people's resistance and fear. When it comes to organisational culture, it is essential that teams are synergised together, especially in times of significant change. This course/intervention has a proven track record of getting transformed results with leaders and teams in dozens of multi-national organisations.



This proprietary course will include the following outcomes for your team

- Improve the engagement results of your team
- Breakthrough relational and organisational barriers that are hurting your team
- Create a space for powerful conversations to happen with team members
- Synergize the strengths of your team
- Enhance vulnerability and empathy-based conversations
- Get tangible results, insight, inspiration, and return on your investment

The leadership team of a French energy company was not aligned for a critical expansion so each department was taking counterproductive and contradictory actions. At the end of the course they shared this success story:

“The session unfolded very powerfully in breaking barriers, encouraging empathy-based conversations and forging a way ahead for building deeper, stronger relationships. We are going back as a more understood, empathetic team with the potential to sustain our levels of trust and collaboration.”

This course has a proven process and methodology that gets teams to connect, converge, and conquer,

The process acts as a catalyst to team synergy, creating a safe space for people to connect on a deep level. From their authentic dialogues and facilitated experiments, they can build trust, understanding, and positive intent. The team successfully sets norms and holds each other accountable to higher standards. The Synergizing Strengths intervention follows a 4-step approach to enable teams to Catalyse, Converge, and Conquer. Breakthrough Corporate Training has strategically partnered with TransforMe to offer The Synergizing Strengths Course©.

Training Options

Step 1 – Diagnostics – This includes meetings and interviews with the participants and key sponsor/leader.

Step 2 – Team Assessment report to assess the metrics of your team's health. This team assessment serves as a strong pre and post evaluation, with tangible metrics, when retaken again at least 3 months after the intervention.

Step 3 – The Synergizing Strengths Lab – This is a 1–2-day classroom lab-based session led by industry leading and award winning methodologies that TransforMe facilitators have mastery over. At the end of the workshop, the group walks away with a clear and implementable plan to truly synergize their strengths!

Step 4 – We recommend coaching to implement what's been learned and gain maximum leverage after the intervention. We will discuss the coaching options with your leaders.

Course 11: The Art of Storytelling Course©

Storytelling is the number-one leadership skill for the next decade. Why? Because as leaders we need to constantly engage, influence, and inspire people. Be it a meeting, coaching conversation, feedback discussion or presentation - leveraging narrative intelligence (Storytelling) can have a huge positive impact on the outcome you desire. A study by Carnegie Mellon University concluded that the "story approach" influences 118% more than the "facts approach."

So, whether you are a manager leading a team, a leader driving change, a sales professional influencing customers, or an HR professional engaging internal stakeholders – no matter what your role is, if you need to engage, influence, and inspire people – this course is going to help you become super effective! Not just that, it will help you build a stronger personal brand and your credibility!

In today's workforce, being able to communicate through story helps build your company brand. This course offers benefits that will improve your communication, customer service and sales skill sets.



This proprietary course will include the following outcomes for your team:

- Discover the 8 patterns of storytelling and make messages impactful
- Learn the 2 pillars of storytelling – telling the right story and telling the story right
- Practice and learn to apply this skill in multiple forums – presentations, meetings, conversations, feedback, and coaching
- Present their thoughts, ideas, and views in a unique manner that will engage, inspire, and influence others
- Gain confidence with presenting skills – including benefits for sales and customer service
- Bring your story telling skills to life – at home, at work, and on any stage

When your staff needs to deliver their next presentation or give their next talk they will be glad that they learnt these skills. Through this course, participants will get to practice numerous robust exercises that have been strategically designed to accelerate the learning process. The key methodologies will be storytelling demo, story crafting, story showing, recording, feedback, and facilitated discussions. This course is beneficial for people who work in any role that requires them to frequently interact with others to engage, inspire, or influence. This course was developed and enhanced by TEDx Speaker - Gatik Chaujer. Breakthrough Corporate Training has strategically partnered with TransforMe to offer The Art of Story Telling Course©.

Training Options

90 Min – 1/2 Day: An introductory/teaser session can be led in 90 minutes. The abridged Art of Storytelling Course© can be led in 1/2 Day with one practice round.

1-2 Days: The Full Art of Storytelling Course© can be led in 1 Day. The 2-Day option will have more practice sessions with more time for implementation.

Course 12: The Character and Principle Driven Team Course©

Create your Character and Principle Driven Culture! Some businesses today are struggling due to economics and a variety of other reasons. Personal and professional issues make it hard for even the best employees to stay productive. There are more distractions today, and work environments are shifting people's character and principles. Varying ages, cultures and backgrounds makes things more complicated. Business owners know that employee's bad habits, lack of integrity, work ethic and honesty are often at points of crisis within their company. Companies and individuals sometimes trade profit for character and now are finding that the short term gains are garnering long term negative results.



We believe that people want to work in environments where qualities of strong leadership, character, vision and courage are cultivated in the people around them. When you lose sight of your character and principles, you and your business will fall into the trap of listlessness and ambivalence. If you want to have any hope of reaching your goals as an individual or business, you need to restore these principles, give them meaning and use them to drive you forward. We have a unique, branded, and proven training model that is based on the Global Priority System™ that will bring your business greater success by coaching and training individuals within businesses on universal principles. Our results speak for themselves, and the benefits of the Character and Principle Driven Team Course™ for your business are unmistakable. Your Business will have an improved bottom line after going through our training.

This proprietary course will include the following outcomes for your team:

- Greater levels of job satisfaction with all employees
- Markedly increased productivity and focus
- Stronger leadership skills and more organized management
- Increased value on communication, commitment, character, integrity, trust, and honesty
- Your employees will have a stronger, better understanding of who they are
- Healthier team atmosphere
- Productive problem solving skills and willingness to compromise
- Less turnover and more commitment to the company
- Boosted revenue and improved bottom line for your entire company

Breakthrough Corporate Training is a partner with Global Priority. Global Priority is based in Ohio USA and it is a worldwide movement of ethical leaders making a difference in the society. Leadership expert - John Maxwell is a board member of Global Priority Solutions and has contributed to their success. Global Priority Solutions has successfully worked with people in 40 countries in governments, businesses, and communities who want to cultivate principle-driven people around them by providing exceptional character and culture training. In a round table setting, we will facilitate a journey as we lead teams through individual principles. We will discuss how the principle applies in their workplace and we will lead you through steps and actions to follow. In 1 Day, we can lead your team through 4 Principles. We can choose the principles from our library of 40+ principles which include: Ambition, Attitude, Conflict, Confrontation, Correction, Criticism, Dependability, Developing People, Emotions, Direction in Life, Forgiveness, Generosity, Goals, Good Motives, Hard Work, Having Boundaries, Humility, Influence, Inspiration, Judgment, Knowing the Facts, Listening, Morality / Ethics, Patience, Pressure, Productivity, Proper Thinking, Prosperity, Restraint, Responsibility, Sowing, Temper, Understanding People and Wise Planning.

Training Options

90 Min – Selected Principles can be chosen from and led within 90 minutes – ½ Day. It takes 90 minutes to effectively lead a group through one principle. We lead 2 Principles in 1/2 Day.

1 – 5 Days: We will lead your team through 4 Principles in 1 Day with actions and implementation steps included.

12-Month Programme: Team Character and Culture Transformation over 12 Months (see Page 33.)

Option 13: Breakthrough Corporate Wellness Course©

Wellness is a broad term, but it is the secret to a happier life. Wellness is your ability to feel emotionally, physically, and mentally content – it is your ability to not only be physically healthier but also to feel as though life is going your way, without allowing setbacks and other issues to prevent you from experiencing fulfilment. Employee wellness is one of the keys to employee retention and performance. People that commit themselves to wellness are healthier, more satisfied, and more energised. Wellness should be a priority for any working professional and their leaders. It is an essential investment for anyone who wants to get the most out of life. Luke Ashcroft will teach you and your staff how to move, eat, and think for improved wellness.

Our Breakthrough Corporate Wellness Course© has the potential to reduce your employee sick days, improve performance, create better employee loyalty and satisfaction. This ultimately helps improve employee performance through improved physical and mental health.



This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- **Improved Physical Health:** Failing to take care of one's health can have personal and professional consequences. Companies lose money each year as a result of illness, and many illnesses are preventable with better self-care. Those that engage in wellness programs become more energetic, sharp, and productive, because their body is healthier as a result of better eating habits, fewer destructive habits, and regular, consistent exercise.
- **More Abundant Mindset:** Wellness is also about contentment. On a basic level, happy employees that feel fulfilled are going to be more engaged and more loyal to your company. The abundance mindset teaches each individual how to live according to their values, replace scarcity thinking with abundance, and teach appreciation and resilience through challenges.
- **Better Holistic Wellbeing:** When the mind, body, and soul are all experiencing greater "health" and fulfillment, we are "improved" as a person and as an employee – one that works harder, collaborates more energetically, and can improve their productivity. According to recent reports, 40% of Aussies have a "poor work/life balance". With our holistic wellness trainings, employees receive clarity about where they are, who they are, and how they can get to where they need to be. Our goal through this course / workshop is to help employees achieve holistic wellbeing and balance.
- **Discovering Your Wellness Path:** An essential aspect of wellness is helping people discover their wellness goals and their own path. Setting a wellness goal starts people on a journey, and through the breakthrough process they will learn to make life more epic.

Help your leaders and teams to breakthrough with their wellness so that they can achieve their personal and professional potential.

Training Options

Luke Ashcroft has 25 years of experience in helping people get transformed results with their health and fitness. He will deliver this course as a stand-alone course or it can be combined with other training offerings.

90 Min - 1/2 Day: Select sessions on corporate wellness can be led in 90 minutes – 1/2 day. Sessions may include setting a plan and path for eating, moving, and thinking for a personal wellness revolution.

1 Day: The complete Breakthrough Corporate Wellness Course© with practical fitness, nutrition, and team building activities. At the end of the 1-day course you and your staff would have developed a personal wellness action plan and experienced practical training in exercise, nutrition, and mental fitness.

12-Month Programme: Monthly corporate wellness workshops with team fitness sessions. Please enquire.

Option 14: Navigating Transitions and Change in the Workplace Course©

The world continues to change rapidly, and businesses and organisations need to make well thought out transitions if they are to flourish and stay relevant.

“Every exit is an entry somewhere else.” - Tom Stoppard.

Change has to do with the basic decisions we make, decisions such as moving to a different site, changing the CEO, or changing the direction of the business. Change is always occurring. However, like someone rightly said, ‘It isn't the changes that do you in, it is the transitions.’

Transitions involve significant shifts, and unless we understand these shifts, it is difficult for us to make effective transitions and see the changes we want to become a reality. Transitions are often poorly managed, and the changes hoped for fail.



This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- How to prepare for transitions – the letting go process.
- Learn how Life Languages™ and the communication styles and distress flares of others affect the change process – and what to do about it.
- Having an abundance mindset and changing your thinking.
- Learn the components to develop a change management and communication plan and learn to list implementation strategies.
- Learn and implement the **7 Cs** to Navigate Transitions and Change in the Workplace© - Communication, Commitment, Contribution, Cooperation, Confidence, Conflict resolution, and Connection.
- Understanding the different individual motivators for change.
- Understanding and processing the losses in a transition, and the grief process.
- Having an Abundance Mindset.
- Communication in transitions.
- Celebrating endings and honouring the past.
- Leading people through the reforming zone.
- Building a transition feedback loop.
- Ensure the transition is effective and the changes being sought are achieved.

In this course, we will employ strategies for gathering data and address your specific concerns and issues. We will lead you to evaluate options and solutions to adopt a change direction. We will lead your team through practical strategies that will help them advance to new levels with their change process. This course will give any Leader or team member the tools needed to implement changes more smoothly and to have those changes better

Training Options

This course may include actual role-plays or live activations and consulting with customer service, sales teams, etc.

90 Min - 1/2 Day: Selected sessions on navigating transitions and change in the workplace can be led in 90 minutes. The abridged Navigating Transitions and Change in the Workplace Course© can be led in half a day.

1 Day: The complete Navigating Transitions and Change in the Workplace Course©.

Option 15: Developing Empathy as a Strength Course©

The Oxford Dictionary defines empathy as ‘the ability to understand and share the feelings of another’.

When we empathize, we show a connection with how the other person is feeling. This helps the other person feel understood. The focus is on understanding the other person’s feelings from their point of view by standing in their shoes. Empathy is often confused with sympathy, a feeling of pity or compassion for someone. Empathic communication, as Steven Covey argues, is central to improving our relationships. The good news is that we can become more empathic. Our brains are surprisingly malleable or ‘plastic,’ enabling us to revive our neural circuitry. Both cognitive and affective empathy are important in customer service and all relationship transactions. Empathy is caught more than it is taught. We will demonstrate empathy in various situations and all participants will be activated so that more is caught.



This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- Understanding the foundations of empathy.
- Learning the different types of empathy.
- The science of empathy.
- Stepping in other people’s shoes (and role-playing as them).
- Practicing curiosity, active listening, and advanced communication skills.
- Learning about the importance of emotional intelligence and social intelligence and putting it into practice.
- Gaining a deeper understanding of communication, including words, voice, and body language.
- Moving from rapport building to influencing stakeholders and/or closing the sale.

It takes effort and hard work. In this course, each participant will pay more attention to the social world around them. Each participant will develop communication skills as they develop empathy as a strength. Each participant will become a more effective listener, through the development of “active listening” skills, in which you reflect back what you believe the speaker said in order to ensure clear understanding. As your Trainers and Coaches we will study the behaviours and social situations within your group and everyone will grow by practising their empathy skills.

Training Options

This course may include actual role-plays or live activations and consulting with customer service, sales teams, etc.

90 Min - 1/2 Day: Selected sessions on developing empathy as a strength in the workplace can be led in 90 minutes – 1/2 day. The abridged Developing Empathy as a Strength Course© can be led in half a day.

1 Day: The complete Developing Empathy as a Strength Course©.

Option 16: Graciously Handling Challenging People Course©

Handling difficult customers may seem like a thankless job. You can develop skills to adapt to the challenges difficult customers pose and extend these skills to handling difficult people and situations throughout your daily life.

Customer service is a necessary position in the job world today, it helps companies give customers what they want and need. Although many customers can be difficult, with the right training, skills, and knowledge, any difficult customer can be handled properly and effectively.

Participants will learn how engaging customers properly can benefit both the organisation and the customer. Effective customer service can change a company's reputation for the better. Through this workshop, your participants will gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer.



This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- Cultivate a positive attitude and reduce irritability.
- Develop skills in being gracious and honouring people.
- Manage internal and external stress.
- Develop abilities to listen actively and empathize.
- Build a rapport with customers in person and over the phone.
- Understand the diverse challenges posed by customers.
- Look at the sensitivities in place with challenging customers.
- Develop strategies to adapt to challenging circumstances.

Through this course, participants will get to role-play with each other using powerful communication, rapport building, and body language skills. This course is beneficial for people who work in customer service, sales or any relationship-centred roles. We will examine people that are rude, angry, from another culture, different generations and customers that are 'impossible to please.' In the end, each participant will have developed strategies to effectively and graciously handle challenging people.

Training Options

This course may include actual role-plays or live activations and consulting with customer service, sales teams, etc.

90 Min - 1/2 Day: Selected sessions on graciously handling challenging people in the workplace can be led in 90 minutes – 1/2 day. The abridged Graciously Handling Challenging People Course© can be led in half a day.

1 Day: The complete Graciously Handling Difficult People Course©.

Option 17: The Epic Life Values Course©

This is an Epic course for personal and professional development. This course can be Epic for organisations that need to clarify their values/vision/mission/purpose.

We live in a world where it's easy to lose our path. Society often offers its own roads to happiness. Sailing through life without values is like taking to the ocean without a map, without a compass, and with a broken ship's wheel. We are left to the mercy of the elements, the waves, the wind, so we will go wherever they take us. We can easily get lost in the vastness of the ocean without something to guide us because we have nothing to help us steer our ship and plot our course. We don't have a destination, so we just float around. Even if we do have a destination, we can't reach it – we can't place it on the map we don't have, we can't head the right way without a compass, and we can't steer the ship closer without a ship's wheel. In short, going out to sea without a map, compass, or ship's wheel is an aimless idea.



Going through life without values is not that great either. To get somewhere in life, you need to:

- know what you want and what matters to you.
- know how you can align yourself to your values and be your authentic amazing best.

"Values are ideas or themes in your life that are important enough to you that they affect how you think, how you act, and how you feel. Values are intrinsically entwined to the depth of who you are, making you distinctly unique and special." – Scott Epp

As the creator of the Epic Life Values Discovery© and the author of the upcoming 'Epic Life Values' book. Scott has led over 1,000 hours' one-on-one sessions with core values with his coaching clients.

This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- Discovering what every participant's Epic Life Values© are and creating powerful statements.
- Learning the process of using values to make decisions and live an authentic life.
- Creating a genuine, lasting change that will result in a life that is aligned with the things that are important to you and that will inspire you to be your best possible self.
- Establishing a difference between your organisation's values and your Epic Life Values and how to bridge the gap between the two.
- Learning how Epic Life Values can help you make better decisions personally and professionally.

Training Options

We will lead this workshop as a solo course. We can customise this course for executive leadership teams if you would prefer to focus on the organisations values, vision and mission. You could also enquire about our other experiential team building activities (see page 26.)

90 Min - 1/2 Day: Selected sessions on personal and/or organisational values can be led in 90 minutes – 1/2 day. The abridged Epic Life Values Course© can be led in half a day.

1 Day: The complete Epic Life Values Course©.

Option 18: The Life Plan Intensive Course® or The Business Plan Intensive Course®

This engaging workshop awakens participants from their slumber as they leave their comfort zones, overcome their biggest challenges, face their giants and dragons, find their identity and emerge as the hero on their epic journey.

Everyone can benefit immensely if they develop a life plan, with clear steps toward living out their plan. When your team members gain a deeper understanding of identity, vision, values, strengths, skills, and purpose, and they have an inspiring road map for their future, they will be more effective and productive.

No matter where people are in their life span, they need a life plan. Most people spend lots of time planning weekly activities or vacations, but give little attention to the outcomes they really desire in the major areas of their lives. The Life Plan Intensive is a great professional and personal development training event that can be led in a 1 - 2 Day format at your location or at a Retreat Centre.



Scott Epp and Greg Beech have developed and enhanced this course since 2014 and have led it in multiple venues. This dynamic workshop encompasses a 100-page workbook with amazing graphics and tools that will empower you to become the hero of your epic journey of life. The Life Plan Intensive and Business Plan Intensive formats are both filled with drama, music, activations and deep personal reflection. Participants will enjoy a unique collision of pragmatism, innovation and creativity. The sessions are creative and enchanted as you are led to create an inspiring road map for your future.

This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- A life plan will avoid something we call “deadly drift.”
- A life plan increases self-awareness.
- A life plan will help clarify the most important values, strengths and priorities in your life.
- A life plan will provide a road map for accomplishing what matters most.
- A life plan will provide filters for saying “no” to the things that are less important and counter-productive.
- A life plan fosters a sense of personal integration and fulfilment that overflows into career development and productivity.
- A life plan will help ensure participants finish life with few or no regrets.

As with all of our trainings, we aim to connect with everyone in the training room. We build our courses to be interactive and engaging with a mix of teaching, coaching, fun, and application.

The Business Plan Intensive Course®

We can lead this intensive at your workplace, at a third-party venue or at a retreat centre. If you choose to run this even with your Leadership group we could focus on your business plan. This course is called The Business Plan Intensive. The focus of this course would then be on the organisation, strengths, values, mission, vision, purpose, priorities and strategic approach to be disruptive and successful in their industry. We could also bring in specialists in the desired fields (business strategy, marketing, sales, customer service, team culture, to ensure that you get the best results possible.

Training Options

We will lead your organisation or team through our Life Plan Intensive over a one day or two-day event.

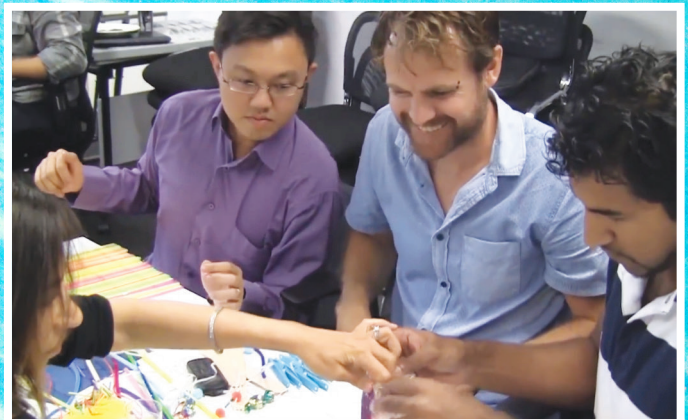
1/2 Day: Selected sessions on building your personal life plan can be led in half a day.

1 Day: The complete Life Plan Intensive Course® with in class coaching purpose discovery and more.

2 Days: The second day would be recommended if you wanted to lead this event at a retreat centre. This would also give more time for experiential activities, team building, and individual course work on values, beliefs, strengths, character, purpose, mindset, and building your life plan.



Team Building Experience Options



Experience Option 1: The Egg Drop Team Building Experience©

One of our favourite team activities is the The Egg Drop Team Building Experience©. Initially, there will be a learning approach where all participants will grow with leadership and project management strategies and communication styles that your leaders outline. We will split the Team up into groups of 3 - 5 and each group will have specific instructions. Then the experience begins!

At this point each group will receive a box of goodies and instructions to build a contraption that protects an egg for a 1 - 3 story drop. A shorter location with a ladder is possible and we would accommodate for the situation to make it fair, fun and competitive. Follow the criteria that we put forward. Each group will have a box of dozens of articles and a timeline to work together and create the ultimate egg saving device. There are also elements of being resourceful as each team has a set amount of 'Breakthrough Bucks' that they can spend on additional articles. There will be a group presentation before and after their egg drop. The highlight of the day is watching and laughing together as each group drops its egg from a tall location on-site. The laughs and team's morale from this team building activity are excellent. At the end each team will get to present its Egg saving contraptions and it will discover which eggs have survived. The Winning team will be revealed based on their teamwork, meeting physical requirements, the egg's survival after the drop and profit margin. Watch a case study: www.breakthroughcorporatetraining.com.au/teambuilding/egg-drop.



This Team Building experience will include the following outcomes for your team:

- Focusing on the importance of teamwork and what is needed to make a team better.
- Learning how to work together effectively and appreciate each other's strengths, values and weaknesses.
- Working creatively on a fun and engaging project with colleagues.
- Working together as a team as you race against time and your competitors to win the challenge.
- Building a performing team with good communication (both verbal and non-verbal), leadership, bonding, fun, trust, and more.

This Team Building activity is filled with so much laughter and fun. This unique Team Building experience highlights aspects of teamwork, bonding, performance and leadership that your teams need to succeed. It breaks down the silos that may exist within your teams because each team will be a mixture of different departments and the strengths of each member will be highlighted.

Training Options

We will lead this workshop as a solo event. You may also inquire about our dozens of other experiential team-building activities. These team activities can be led in conjunction with one of our other training options.

90 Min - 1/2 Day: It is possible to run this experience in 90 minutes. In 1/2 day we would have time to incorporate other team building, leadership, motivation, communication elements with the experience.

1 Day: The complete Egg Drop Team Building Experience© will last for 1/2 day with one of our other courses taught for the other 1/2 day.



Experience Option 2: Custom Team Retreat

Get ultimate success and breakthrough with your team by taking them away on a corporate team retreat. One of the reasons company leaders scrutinise company retreats is because it takes time away from the office. While this is true, research has found that spending time away in an outside location provides employees with time to step back and re-evaluate their work. They head back to the office with focus, energy, and stamina which results in the whole team being happier and more effective.

We offer corporate retreats on a large variety of topics. Corporate retreats can be led with leadership groups or with an entire team. We could come in to deliver a half-day or full-day training with fun and interactive sessions from any of our courses such as the Life Languages Communication Breakthrough course (See page 7). We have a Life Plan and Business Plan intensive (See page 25) format that is suited for team retreats.

We could run sessions on discovering your individual or company values, vision, and purpose. We can facilitate sessions where we develop your strengths with communication, leadership, conflict resolution, rapport building, sales, or more. Our Leadership retreats are exceptional as they provide you a powerful way to become a breakthrough influential leader that is character and heart driven.

Furthermore, our retreats are often led with fun and creative team building aspects that get your team to really think and work things out. We have team development and team building activities that we could include in your retreat. Your leaders may have some of the sessions that they want to run internally. This is great as we will work with you to complement our part with you. As you can see there are possibilities for you. If you want to create lasting positive experiences and strengthen employee relationship with your company, then plan a team retreat with us.



Here are a few of the benefits you and your team will experience with a team retreat with sessions/activities from Breakthrough Corporate Training:

- Nurture closeness and bonds among team members
- Set new and common company goals and deeper learning
- Facilitate amazing communication breakthrough with team members
- Build up skills and effectively perform as a team
- Increase team morale and joy
- Express gratitude and appreciation for your team members

Training Options

When we talk to Team Leaders about retreats we find there are a lot of aspects to plan for. We can lead sessions for corporate retreats that companies are already hosting. Depending on the scope of the team retreat, we could find the retreat location and plan other necessary aspects that will make your experience amazing. Some venues that you may want to consider are Glen Worth Valley, Kangaroo Valley, Stanwell Tops, Sydney Northern Beaches, Sydney Maroubra Beach, Blue Mountains, Nowra, Berry, Central Coast, Cairns, Gold Coast, Melbourne, Perth, Adelaide and many other locations. We can explore any possibility for a retreat in Australia, India, Philippines, Singapore, New Zealand, Thailand, Indonesia, Canada, The United States, Europe...

1/2 Day – 3 Days: Custom Design. We will customise this team retreat to meet your needs. We will evaluate your needs and propose the right plan to ensure your retreat is amazing. Please enquire.



Experience Option 3: Custom Team Building Experience

Are you ready to have some fun as a team? When we design our Team Building Experiences we meet with your leaders and discuss the available options. Sometimes our team building focuses on aspects of building trust, raising morale, and team bonding. We offer a range of activities from painting that unlocks creativity and purpose to Builder Blocks / LEGO activities that are centred around problem solving to vulnerable team trust activities. We could lead **The Egg Drop Team Building Experience®** (See Pg 27) or we could even lead **The Ultimate Vision Board Activity®** (See Pg 16). Our team building invokes laughing with each other and team synergy. Here are a few of our Team Building Activities:



Epic Life Values Game® - This game was created by Scott Epp. After an introduction to Values each participant will receive a set of Values cards. Participants are led through multiple stages. The fun and tension heats up as participants need to discard, trade or sell Values cards that they have to get the cards that they really want.

The Village - This is a great team activity to experiment and discover the value of seeing the bigger picture. This is one of the most popular and high demand team building activity that promotes bonding, collaboration and the need to break silos – with a lot of fun and excitement. The groups come together to become one team – physically and in ideas and execution – to build on a big scale model of the village!

The Ultimate Spaghetti Bridge Challenge® - The Ultimate Spaghetti Bridge Challenge® requires immense creativity, team work, strategy, resourcefulness and engineering to complete. After the initial briefing by the facilitators, the groups will need to complete this task in 3 stages – The Preparation, The Building and The Testing stage. We mix things up with 'Breakthrough Bucks' to buy additional materials at the 'Breakthrough Store.'

The Fear Factor - Take your team to new levels with this workshop. We lead your team through the science of fear and activate new goals and outcomes that they will actualise. Team members will raise the bar of what is possible. For team members that volunteer to participate we have optional board breaking and firewalking experiences as a powerful metaphor.

Who is the Richest Winner?® - The activity itself is based on the principles of game theory – although none of that is shared with the participants at the start. The activity is played out in groups, with each group needing to achieve a revenue target. The activity intensifies as groups negotiate and trade their with the other groups. What ensues is a great deal of discussions, planning and negotiations – and the only way to win is if everyone wins!

Our Core Values are **Engagement, Breakthrough and Passion** and we bring these values with us into every team building experience. We can compliment an existing Course / Workshop with a team building activity. Let's breakthrough and have some fun!

Here are some ways our team building will benefit your team:

- Our Team building events create the environment needed to focus on the importance of teamwork, bonding and synergy.
- Team building also aids in building a high performing team with good communication (both verbal and non-verbal), leadership, bonding, fun, trust, and more. Team members will become more efficient and they will grow in their appreciation for each other's strengths and values.

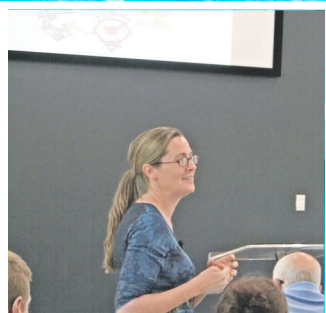
Team Building Options

90 Minutes, 1/2 Day, 1 Day: Custom Design. We can lead multiple team building activities in a day. We will customise to meet your needs. Please enquire.





12-Month Programme Options



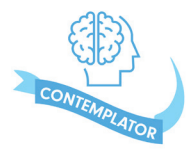
Option 1: The 12-Month Communication and Culture Transformation Programme©

Many teams will want more than a single workshop. If you are looking to transform your team culture, we offer you this comprehensive programme for your organisation and teams. We will provide a full team culture and communication map and build a customised pathway for your 12-month journey with our training and coaching team.

Although this programme is customisable we have a few suggestions that are proved to lead to the culture transformation your team needs. This will include foundational 7 Life Languages™ workshops, and in-depth character and communication workshops. We will include conflict resolution/leadership development workshops and specialised one-on-one communication coaching with your leaders and participants. Your Managers and Leaders will become absorbed in Life Languages™ and the breadth of skills we provide. We will certify your HR Manager(s) or preferred Manager(s) to become certified to coach with the Life Languages™ and lead internal workshops. As Peter Drucker famously quoted; *"Culture eats strategy for breakfast."* At the end of the 12-months, your team will be equipped with the Communication Culture Transformation Programme© and your intercompany communication and culture will be transformed.



You and your team will know each other's 7 Life Languages™ Communication Styles



Team members will become effective in their communication with others as they:



Answer the Filter



Meet the Need



Drive the Passion



Validate the Character

We will customise this programme for your group. Your culture transformation outcomes can be achieved in a number of ways. This programme will:

- Help your leaders and team members better understand themselves through the 7 Life Languages™.
- Help your leaders and team members understand others through the 7 Life Languages™.
- Create pathways to effective intercompany communication.
- Empower the people in your business or organisation.
- Help your leaders to be intentional in developing people.
- Increase sales and ROI.
- Decrease turnover.
- Decrease misunderstandings.
- Reduce conflict.
- Create diversity training that will eradicate sub-cultures within your company.
- And many more benefits.

Enquire to find out more about The 12-month Communication Culture Transformation Programme© (This Programme can be delivered in 3 or 6 months as well.) This in-depth programme will transform your team culture, character, and communication through one-on-one coaching, group training, and ongoing support. We will train your HR Manager or preferred Leader(s) to become Certified with Life Languages™. They will then be empowered with all of the skills and tools to be able to lead internal Life Languages™ Workshops and coach people in their organisation using Life Languages™

Option 2: The 12-Month Breakthrough Influential Leader Programme©

This programme is an extension of our Breakthrough Influential Leader Course©. Your leaders will develop skills in self-awareness, serving, leadership styles, and effective leadership. The focus is not on project management, or financial management, but on people management. Almost everything in business succeeds or fails based on the quality of leadership being shown at every level of an organization. Your leaders will grow in their Breakthrough Influential Leadership skills through our regular coaching and training.

Step 1: Design leadership training content tailored to your specific business needs based on the breakthrough influential leadership technology that we have built. In the design, we will collaborate with you to learn what your leadership needs are. We will assess where there are strengths and where the areas of deficiency are. Every organisation and every team is different, so this step is very specific to you.

Step 2: Introduce and train your leaders on the paths that we have set out in Step 1. We will meet with your leaders and train and coach them. In this step, we may also develop effective tracks for “on the job training” of leaders. In this phase, leaders take the principles and skills given in the training and apply these skills to their various roles. As much as 60% of learning takes place in this phase. This is still inadequate without the third step of The 12-Month Breakthrough Influential Leader Programme©.

Step 3: Work with your leaders in establishing a coaching and mentoring system. As leaders apply the material, it is important that they are mentored and coached so they are developed to their full potential. In this respect, it is true to say that leadership is more caught than taught. We will work with you to set up coaching and mentoring as needed within your team and we will also provide ongoing coaching and mentoring throughout the 12 months. We will meet with your leaders regularly for implementation and coaching sessions. We can meet your leaders on location at their work or through zoom.us video conferencing.

Step 4: The character development and personal growth of a developing Leader are crucial if they are to reach their potential. Leadership training will include personal growth, self-awareness, dealing with a negative or unhealthy behaviour, and the development of ethical leadership practices. We will introduce and train your leaders on universally accepted wisdom principles that will strengthen and deepen your leaders.



This 12-month programme will include the following outcomes:

- Teach your leaders the skills of high performing and influential leaders.
- Train your leaders to become complete as a Leader from the inside out.
- Your leaders will be able to identify their natural leadership and communication styles and will learn how to work with other leaders with different leadership styles in a complementary way.
- Advance with pragmatic competencies such as goal setting, problem solving, conflict skills, delegation, self-care and more.
- Lead with integrity and wisdom principles that will strengthen your courage, influence, and more.

Enquire to find out more about The 12-Month Breakthrough Influential Leader Programme© (This Programme can be delivered in 3 or 6 months as well.) This in-depth programme will transform your team culture by focusing on universal principles through one-on-one coaching, group training, and ongoing support. This programme will immerse your team with principles.

Option 3: The 12-Month Character and Principle Driven Team Programme©

Throughout this programme, you and your employees will become successful by developing principles in the personal and professional areas of character, vision, courage, and leadership. The extent of training and coaching can be customised to your company's needs. Here are some of the paybacks you will experience.

- **Character** – You will become a person of greater integrity and strength. Character will flow through you and your team as you will stand firm on your beliefs and not be swayed in the wrong and unjust ways. People will know you to work hard and to be someone who is dependable, humble, and honest.
- **Vision** – You will have vision and insight into things of the future and, therefore, will worry less and be more prepared. There will be opposition in your life and your vision will allow you to see that there is always a way through the tough times and you will continue to persevere and move forward.
- **Courage** – You will look fear, doubt, and shame in the eye and rise above. You will be able to deal with conflict, confrontation, and criticism better and be a witness to the power of forgiveness and releasing judgments. With a strong stand on morality you will deal with pressure and live with conviction and strength.
- **Leadership** – You will have a better direction for your future and people will look up to you and want to be led by you. People will be inspired and influenced by you and you will excel at building others up, understanding, and listening to people. You will become a well-rounded Leader that others will want to follow.



Breakthrough Corporate Training is a partner with Global Priority. Global Priority is based in Ohio USA and it is a worldwide movement of ethical leaders making a difference in the society. Leadership expert - John Maxwell is a board member of Global Priority Solutions and has contributed to their success. Global Priority Solutions has successfully worked with people in 40 countries in governments, businesses, and communities who want to cultivate principle-driven people around them by providing exceptional character and culture training. In a round table setting we will facilitate a journey as we lead teams through individual principles. We will discuss how the principle applies in their workplace and we will lead you through steps and actions to follow. In 1 Day we can lead your team through 4 Principles. We can choose the principles from our library of 40+ principles which include: Ambition, Attitude, Conflict, Confrontation, Correction, Criticism, Dependability, Developing People, Emotions, Direction in Life, Forgiveness, Generosity, Goals, Good Motives, Hard Work, Having Boundaries, Humility, Influence, Inspiration, Judgment, Knowing the Facts, Listening, Morality / Ethics, Patience, Pressure, Productivity, Proper Thinking, Prosperity, Restraint, Responsibility, Sowing, Temper, Understanding People and Wise Planning.

This 12-month programme will include the following outcomes:

- Educate, mentor, and coach your employees to be character and principle driven.
- Teach participants to feel responsible for their productivity.
- Ensure participants learn how to embrace each value and utilize it in the workplace.
- Build a healthy culture where team members have trust, understanding, vulnerability and care for each other.
- Participants will be on a path to reach greater levels of financial success and have greater social impact.
- Cultivate Character in your Leaders and Team.

Enquire to find out more about our The 12-Month Character and Principle Driven Team Programme©. (This Programme can be delivered in 3 or 6 months as well.) This in-depth programme will transform your team culture by focusing on universal principles through one-on-one coaching, group training, and ongoing support. This programme will immerse your team with principles.



Empowering Leaders and Teams to Breakthrough and Achieve Their Potential!

The Breakthrough Corporate Training Advantage

Our core purpose is to empower leaders and teams to breakthrough and achieve their potential. Our core values reflect the depths of who we are. Our core values are *Engagement, Breakthrough, and Passion*. Our nurture values reflect what we care about, and how we perform to achieve our goals. Our nurture values are *Relevance, Heart, Integrity, Presence, Truth, Courage, and Teamwork*.

We have found that amazing content delivered with passion in a lively and engaging way boosts employee morale, retention and overall workplace satisfaction. Breakthrough Corporate Training has a strategic partnership with TransforMe and combined, we have over 70,000 hours of coaching/mentoring/training experience in organisations around the world since 2009. See some of our combined clients below. Our goal is to go over and above with our training by providing 2 or more trainers where possible. We aim to spend 50 – 75% of our time applying the learning. We don't offer every type of corporate training course but we are great at delivering the courses that we do offer. So give us a call or get an instant quote today. Find our details on the last page.

10s of 1000s of People from Organisations in Sydney Australia and Around the World have Been Transformed Through our Talks, Corporate Training, Coaching and Mentoring



Success Stories



"Scott led keynote talks in 10 cities around Australia to our Insurance brokers and teams and we are really happy with how he presented. He is an inspiring speaker and an effective communicator. He demonstrated his communication and engagement skills as he delivered his talks on authentically building rapport and trust..."

Glenn Schultz - General Manager at Austbrokers IBNA Member Services Pty Ltd

"The Coaching Training by Greg and Scott was excellent, very inspiring and practical. The feedback from the whole team was overwhelmingly positive. We really loved the way the coaching was delivered, the live coaching examples by Scott and Greg, the tools and their whole Keys to Effective Coaching Course..."

Valencia Taljaard - Senior Specialist Rehabilitation Clinician at NSW Health



"People were very open with Scott and the workshop. There was a lot of trust and people were prepared to share a lot about themselves and the issues that they are going through. The workshop and the tools provided helped our people gain the tools that they need to become happier and more productive..."

Scott Hawkins - Director, Aboriginal Services at Legal Aid NSW

"The first thing that comes to my mind when I think of Gatik is his immense energy and his excellent inter-personal skills which is a mark of an excellent training professional. I had the privilege of participating in one of his story telling workshops. His strength lies in understanding a new team and addressing their needs and goals by drawing information and tools from his vast experience as a training professional. His passion for what he does, manifests itself in his workshops. He very aptly incorporates his great sense of humour in the story telling sessions and made it a very enjoyable workshop for 2 days..."

Rohini Naik – Operations Expert at ANZ



"Thank you Scott for your fantastic presentation at the Scotiabank Managers Conference. You made us laugh and you inspired us to get unstuck in life. Your values exercise was a great success and everyone had insights into what mattered the most to them. Your line 'I am amazing!' has caught on and everyone in the office is using it."

Joanne Fisher - Scotiabank Small Business Development Manager

"Scott has led multiple workshops on values, building healthy cohesive teams and Life Languages that have really impacted our business. The Life Languages program has been invaluable. My experience with Scott Epp has been empowering and transformational. It has been a positive investment, and we are continuing to integrate Scott and the Life Languages tool into our training and development..."

Kevin Bergeron - President & CEO at MiEnergy



"Scott and Greg presented a well-planned and organised team workshop that incorporated Team Building & Leadership. It was engaging, motivating & hands on. Highly recommended! Very happy with the training you created for us. It had paid off wonderfully with amazing feedback from our employees. Your effort & flexibility is greatly appreciated."

Hina Kapoor - Human Resource Manager at CDS Australia

"We had Scott and Nicole lead our church leadership team with Life Languages and it was so good for our team culture. Things have shifted even a few hours after the training where team members are really beginning to understand themselves and how they communicate. This is the best investment that we have made with our team since planting our church. It's so good for team unity..."

Lynley Allan - Lead Pastor at Catch the Fire Church Auckland



"We had a 'Life Languages' workshop with Scott from Breakthrough Corporate Training. It was so empowering for myself and our team to explore different communication styles and how we can better ourselves with our clients and families we work with. One thing that stood out for me is, why should we be 'good' with our communication when we can be absolutely 'GREAT' with our communication?! I highly recommend Scott - he is full of positive energy and so motivating!"

Funda Yolal - Director, Principal Psychologist at Tiny Terrors

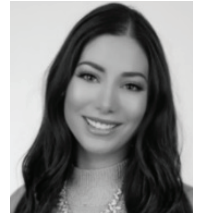


'Everything that we did together was so accurate and right away as Scott and Nicole described the different Life Languages I was able to identify how the Life Languages showed up in my life. I really liked how I wasn't boxed in with the Life Languages... I want to thank Scott and Nicole for facilitating for us because it's an awesome dynamic having them both lead as they both have such a high level of mastery and understanding of it that when they share it and communicate it they are able to make it so relatable. They each were able to share their own experiences and that made a big difference for us.'

Stefan James - Internet Entrepreneur and Founder of Project Life Mastery

'As soon as Scott and Nicole brought out the charts and video I could see how much work they have put into learning about Life Languages and developing their teaching. It was beneficial to know that I have all these different languages but some are more dominant than others and to notice which Life Languages I should bring up during a necessary time. Life Languages can be quite personal and Scott and Nicole are so amazing as we felt so comfortable going through the Life Languages with them.'

Tatiana James – Internet Entrepreneur and Founder of Luxx Health



'Shokai Group had the Life Language Communication Workshop today delivered by Scott & Nicole. It was fantastic. They are very friendly, passionate, professional and patient and they made the training very interesting. Everyone liked it and I believe we got to know more about ourselves and our communication effectiveness. Before the training, I was the one who contacted Scott. He is really helpful and always responded quickly & clearly. We are looking forward to having another training by them. Many thanks to Scott & Nicole. :)'

Cynthia Xiang - Office Administrator at Shokai Group

'This training was excellent! Every 'module' carried amazing insights, was practical, helpful and made an immediate change to the way we do business. Scott and Nicole are soooooo incredibly good at coaching and training. We have enjoyed and appreciated every one-on-one session and the full day seminars. The content is straightforward, easy to implement, engaging and entertaining. It is absolutely worth the time and cost and we will be continuing to use Scott and Nicole for our business coaching. They are exceptional, passionate, 'believable' and truly shine like bright lights to help us navigate our business direction.'

Jason Blaiklock - Director at Australian Opal Cutters



'The Life Purpose and Abundance Retreat has been really good for me and my team. It's been a time of reflection and it's been wonderful to have some time to ponder some questions and look with a whole attitude of abundance and to see all the possibilities out there. I've made some really important discoveries in the last 2 days and I have a plan moving forward. Scott is so positive and enthusiastic and his content was in-depth as we discovered our values, strengths and purpose. The team bonding was exceptional.'

Suellen Beatty – CEO at Sherbrooke Community Society Inc.

'We had a Life Languages Communication Breakthrough Workshop and Building Healthy and Cohesive Teams Workshop and it was awesome. I highly recommend Scott, Nicole and Greg for your corporate training. The team building bridge activity was amazing as it brought learning and awareness to our weak points and strength in our communication and teamwork. The team building experiences have been so beneficial in so many ways. I absolutely recommend Breakthrough Corporate Training for communication training or team building.'

- Helai Knott - Administrative Coordinator – AAA Rapid Homes



'I've done a lot personality tests mainly through business. I have to say, the Life Languages is first profile that I've done that super resonated. The workshop has a nice pace and Scott and Nicole speak out of their heart and they speak out of what their strengths are which is great – so you get a real depth. Communication is everything. We are here to connect and communicate and this is an essential tool that you just have got through. I highly recommend Scott and Nicole and their Life Languages Communication Breakthrough Workshop.'

Jason Happy - National Facilities Manager at Kiwi Property Group Limited

'Learning about Life Languages has been fantastic because you get a feeling for who you are, who your partner and other people are get to know how to relate to them. This training and approach is a terrific way to learn how other people relate to you, how you stand in the world and it gives you confidence in who you are. This workshop by Scott and Nicole Epp has been extremely rewarding as it's shown me the Life Languages that I can improve in and build up. This workshop is a terrific experience and I recommend it highly.'

Bill Ashcroft – Professor at University of New South Wales



'The session unfolded very powerfully in breaking barriers, encouraging empathy based conversations and forging a way ahead for building deeper, stronger relationships. It was transformational and authentic at so many different levels. We are going back with a great understanding, an empathetic team and potential to sustain our levels of trust and collaboration.'

Mridula Sankhyayan - Head of talent Development at Walmart / Flipkart

Breakthrough Corporate Training Needs Assessment Tool© - Part 1

This Breakthrough Corporate Training Needs Assessment Tool© will help you determine what your team really needs with their training and development. In Part 1 you will seek to gain clarity regarding the intended participants, training goals, and preferred methods of delivery. Please take a moment to answer the following questions as you gain clarity on where your team is at.

1. What is the background of the intended participants (experience, ages, education, knowledge levels, cultural background etc.)?

2. What corporate training has been undertaken over the past 3 years and what are the existing learning constraints?

3. What are the corporate training needs you are aware of that a training process could address for your leaders and/or team? Are you targeting some specific problems or challenges?

4. What are the delivery options and estimated timelines for completion (on-site workshop, culture transformation programme etc.)?

5. What are your corporate training area needs? These may include areas such as leadership, communication, conflict, character development, team-work, change, etc. Some examples of problems to overcome / address may include staff turnover, loss of market share, team conflicts, low staff motivation, customer complaints, stagnation, communication etc.

| | |
|---|--|
| CORPORATE TRAINING NEEDS | |
| 1. | |
| 2. | |
| 3. | |
| PROBLEMS THIS TRAINING SHOULD OVERCOME / ADDRESS | |
| 1. | |
| 2. | |
| 3. | |
| ATTITUDES AND BEHAVIOUR GOALS (E.g. Commitment, team morale, communication insights, team orientation, focus) | |
| 1. | |
| 2. | |
| 3. | |

Breakthrough Corporate Training Needs Assessment Tool© - Part 2

In Part 2 please take a few moments to complete the following Needs Analysis. You will be prompted with different competencies and behaviours of your Leaders and Teams that you will rate out of 10 (with 10 being the highest.) Put an N/A if Not Applicable. Once you have completed the Tool we recommend that you identify which areas are the most urgently needed for your team. Then look for our offerings that most align with your team's needs. The far right column indicates the related page numbers in our catalogue that you may want to consider. You can get an instant quote on our website. We would be happy to have a phone conversation or meet you at your location. Please find our details on the last page.

| Needs Analysis conducted by: | | | | | |
|--|---|-----------------------|------------------------|---|---|
| Competencies and Behaviour of your Leaders and Teams. With a 10 being the highest and 1 being the lowest please rate: | | Current level 1-10 | Required level 1-10 | Is this area Important for your Leaders/Teams? Yes/No | Page numbers of offerings that are related to this point: |
| 1 | Effective communication | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 13, 31 |
| 2 | Ability to resolve conflict | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 11, 17 |
| 3 | Leaders with their leadership ability / strengths | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 10, 17, 32 |
| 4 | Motivation toward goals / business outcomes | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 16, 25 |
| 5 | Strength to managing / navigate change | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 21 |
| 6 | Strength with empathy and vulnerability | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 17, 22 |
| 7 | Ability to work together cohesively | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 9, 17 |
| 8 | Skills with goal setting and actions | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 16, 25 |
| 9 | Relational and interacting skills | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 13, 22, 23 |
| 10 | Coaching skills | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 15 |
| 11 | Dealing with confrontation and conflict | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 9, 11, 19 |
| 12 | High-level principles, integrity, and character | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 10, 19, 33 |
| 13 | Effectiveness / productivity | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 14, 19, 25, 33 |
| 14 | Understanding the communication styles of each other | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 31 |
| 15 | Transforming character, communication and culture | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 19, 31, 33 |
| 16 | Wellness, fitness, physical health, mental health | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 20 |
| 17 | Being on time and punctual | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 9, 10 |
| 18 | Trusting leaders and each other | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 9, 10, 13 |
| 19 | Speaking skills, speeches, emceeing | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 12, 18 |
| 20 | Running effective meetings | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 9, 12 |
| 21 | Team building, morale and bonding | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 16, 27, 28, 29 |
| 22 | Organisational purpose, values, plans and action steps | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 24, 25, 28 |
| 23 | Individuals purpose, values, plans and action steps | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 16, 24, 25, 28 |
| 24 | Being approachable and open | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 9, 13 |
| 25 | Having team experiences on-site /off-site | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 27, 28, 29 |
| 26 | Relationship and rapport with one another | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 10, 13, 17 |
| 27 | Relationship and rapport with clients / customers | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 10, 13, 17 |
| 28 | Responding to criticism and correction | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 9, 11 |
| 29 | Active listening skills | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 13, 15 |
| 30 | Body language skills | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 13, 15 |
| 31 | Confidence and assertiveness | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 14, 18 |
| 32 | Story telling skills | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 12, 18 |
| 33 | Work-life balance skills | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 20 |
| 34 | Plan ahead and achieving goals | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 19, 25 |
| 35 | Ability to lead an organisational change with positivity | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 10, 21, 35 |
| 36 | Ability to handle difficult and challenging people | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 23 |
| 37 | Kick-start or cap off an event with information / inspiration | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 5 |
| 38 | Personal development and growth | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 10, 19, 24, 25 |
| 39 | Ability to adapt to new leadership styles | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 10, 31, 32 |
| 40 | Skills for hospitality, sales and support customers | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Pg 7, 13, 22, 23 |



*Empowering Leaders and Teams to
Breakthrough and Achieve Their Potential!*

Home of the *Life Languages™ Communication Breakthrough Course©*
Training, Coaching, Speaking, and Experiences on-site in Sydney, Australia and Internationally

Call us at: 0481 307 778

Email: scott@breakthroughcorporatetraining.com.au

Learn more and get an instant quote at: www.breakthroughcorporatetraining.com.au