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# COUNCIL & LOCAL GOVERNMENT PROFESSIONAL DEVELOPMENT

[www.time2talk.com.au](http://www.time2talk.com.au)

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# It's time2talk Leadership & Communication



## Introduction

time2talk leadership offers a range of leadership, communication, personal and professional development, and customer service programs. In this document, time2talk Leadership has listed their most popular programs that are regularly developed for local government and council organisations.

A full range of available program titles and their course outlines can be found at [www.time2talk.com.au](http://www.time2talk.com.au).

At time2talk leadership we embrace a growth mindset and partnership approach that ignites purpose, passion, and performance in your people.

Our main focus is to provide in-house tailored solutions that bring about organisational change leading to improved outcomes. We work closely and collaboratively with you, applying our expertise and skills to ensure you succeed. Our programs are tailored specifically to the needs of your market and industry, your culture and values, and align with your organisations' goals and strategy.

We provide:

- In-house Tailored Solutions
- Virtual and Fave2Face Delivery
- Digital Learning Solutions
- Public Capability Programs



# Key Pillars of People Performance



The team at time2talk are committed to embedding learning outcomes and behavioural change. We partner with you post program to build a sustainable learning framework that facilitates change and gets results.

Our programs are structured around core Pillars of People Performance.



## Communication

Communication programs develop your people's ability to connect engage and communicate. We provide skills and strategies to manage difficult interpersonal relationships and understand how to handle challenging conversations.



## Leadership

Leadership frameworks, capability programs and coaching will inspire your leaders to bring out the best performance from their teams and influence stakeholders for the success of your business.



## Culture

Change leadership, culture surveys, strategic planning, workplace behaviour and team effectiveness workshops will assist your teams to transition into high performing teams.

Each program has been designed with these focus areas in mind.

# Learning & Development Local Government



Extensive experience with state and local government organisations.



Servicing over 30 local councils across metro and regional Victoria and in New South Wales.



Engaging and highly experienced facilitators for face2face and virtual delivery.

# Local Government Our Expertise



The time2talk client portfolio includes over 30 local councils across metro and regional Victoria and New South Wales including the Victorian State Government and the Municipal Association of Victoria (MAV).

As part of our partnership as a preferred provider by MAV, time2talk have developed several development programs that are offered to local governments across Victoria.

## Our Work

Our work with councils extends across all areas of Local Government organisations including mayor and councilor groups. We offer a range of leadership capability programs from community leadership to managing the CEO lifecycle and a number of other leadership capabilities relevant to various managing and team member positions within councils. We also have experience facilitating CEO performance reviews, running strategic planning workshops for executive teams, mayor and councilor groups, and general council teams.

Many of our popular courses throughout the year as part of Municipal Association of Victoria are outlined below.



# Who We Work With Our Clientele



Economic Development,  
Jobs, Transport  
and Resources



Albury City



Rural City of Wangaratta



# Who We Work With Our Clientele





# Learning & Development Program Outlines



Half-day Programs generally run for 4 hours as morning or afternoon sessions.



Full-day Programs generally run for 6 hours from 9am - 4pm with a break for lunch.



All of the programs listed are available as off the shelf learning workshops or can be tailored to the specific learning outcomes for your organisation.

# Community Leadership

This workshop aims to help you, as a Councillor, to understand your role and responsibility as a community leader and advocate, and to understand how council can work together to achieve better community outcomes. You will gain deeper insight into your own leadership style and develop the skills and attributes to create vision and purpose for the communities you lead.



# Managing the CEO Cycle

This workshop aims to provide Mayors and Deputy Mayors with an understanding of Council's role and responsibility in managing the employment cycle of a CEO.

This includes recruitment and selection; the employment contract and remuneration; developing a performance plan and setting key performance indicators in line with Council's strategic goals; establishing a professional development plan; planning and conducting the annual appraisal; managing under performance; and termination processes.

# Effective Communication

Effective communication forms the basis of successful relationships but involves more than speaking or listening well. To communicate effectively you must adapt in response to particular people and situations and this requires a willingness to develop your self-awareness and people skills over time.

This workshop aims to provide Councillors with the knowledge and skills to communicate effectively in all situations and build positive and collaborative professional relationships with other Councillors, the Mayor, the Deputy Mayor, the CEO, Council Officers, Stakeholders and the Community.



# Resilience & Wellbeing

Today's workplace is hectic, fast paced and demanding. We are asking people to "do more with less", "work smarter" and be agile enough to "just do what the business needs". Change is rapid and we are asking our team members to transition from one activity to another. We talk about being resilient enough to move with any change we give them and be more accountable than ever before. We know what we want them to do but often we are not skilling them up or giving them tools and strategies on how to do it.

This workshop aims to provide Councillors with practical tools and techniques to identify stressors and build resilience.

## Building Your Personal Brand

We all have a personal brand, but most people are not aware of this and do not manage it strategically, consistently, and effectively across every interaction. Research shows us that branded individuals generate increased worth and value for themselves, maximise their employability and achieve their goals.

This program aims to set you up for success in today's demanding workplace where it is often hard to both get your message across and leave a memorable impression.

It will assist you to work on your personal branding strategy and develop a clear vision of your goals, productivity, and engagement. Enhancing how you engage others you work and interact with. It will equip you to promote your personal brand to your internal and external stakeholders and gain greater outcomes in your professional and personal life.



# Influencing & Negotiating For Success

Strong communication, influencing and negotiation skills are a key to success in today's business environment. This course looks at how you can adapt your communication style to engage others and build better trusting relationships to get their buy in from important stakeholders. This workshop will focus on understanding that it's not only what you say, but how you say it that creates a positive interaction and outcome. In this program you will learn to use interpersonal communication skills to influence others to understand your vision and their part in it.



## Working With Emotional Intelligence

Understanding yourself and others is a foundational skill for building great relationships and leading and influencing others. Our current challenges mean we will be leading and interacting in very different ways.

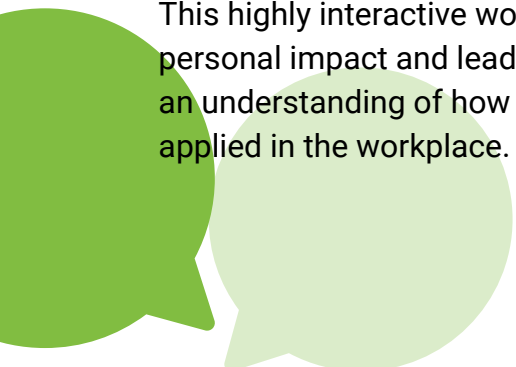
This session will focus on increasing your emotional intelligence to equip you to successfully engage with others in today's turbulent times, whilst looking after yourself and exercising self-care and preparing to be your best self.



## Presenting With Impact

In today's busy workplace, communicating your message is a constant challenge. Presenting to a group with confidence and impact to gain a result is an essential skill. In this workshop, you will learn how to engage your audience and gain their attention as you guide them skillfully through your presentation towards an outcome.

This highly interactive workshop will focus on practical skills needed to develop personal impact and leadership skills in a variety of situations. Participants will gain an understanding of how to present and communicate with impact in a way that can be applied in the workplace.



# Emerging Leaders

## Kick Start to Leadership

All too often we transition team members into leadership roles if they have performed well in their operational roles, they will be prepared to navigate successfully into a leadership role. What we do know about moving into leadership and management roles is that managing people can be challenging, no longer are you just responsible for yourself but a whole team of people. You are required to undertake activities such as managing budgets, maximising performance, presenting to your team, leading change and managing up.

Many leaders are thrown into a 'sink or swim' situation when moving into their new leadership roles. Coaching, giving feedback, motivating your team, decision making and problem-solving are all day-to-day functions that are required in order to engage your people and achieve outcomes. Our Emerging Leaders program is specifically designed for new leaders to skill them up, provide them with a toolkit of process, structure and frameworks to effectively lead their teams.



# Ascending Leaders

## Stepping Up to Senior Leadership

The transition for a frontline leader to senior leadership requires a mind shift. As you ascend to higher levels of leadership the gears need to shift from a more task focused operational approach, to a people focused strategic approach. This means resetting how you spend your time, approach your stakeholder management and drive culture.

Establishing the right work practices, operating rhythms and leadership behaviours in the beginning will set you up for success, secure your gravitas and earn you respect in the senior role. This program focuses on this transition, provides you with the tools to make the shift and establish yourself in a senior/ executive role.



# DiSC Behavior Profiling

DiSC is a behavioural profiling tool which can be used to assist in developing team's capabilities and help them to achieve their potential. This workshop will offer a range of tools and recommended strategies for both leaders and staff to further develop their culture to be collaborative, respectful and assist all to be motivated and achieve success in their roles.

The DiSC profile, published by Wiley, is a non-judgmental tool used for discussion of people's behavioural differences. If you participate in a DiSC program, you'll be asked to complete a series of questions that produce a detailed report about your personality and behaviour. You'll also receive tips related to working with people of other styles. The DiSC® model provides a common language that people can use to better understand themselves and to adapt their behaviours with others – within a work team, a sales relationship, a leadership position, or other relationships.



## Multi Generational Workplace

Research predicts Gen Z and Millennials will make up 75% of the Australian workforce by 2025, given this shift leaders will need to adapt to changing needs and expectations of their people. In this program participants explore the changes and challenges of leading mixed generations in their workplace. Each participant will leave with the ability to build strategies to connect and work with the diversity and strengths of different generations within a single team or organisation.

# Organisation Growth Partnerships



We provide a diverse range of people development solutions that inspire behavioural change, innovation, improvement and growth in your organisation.



We partner with you to Define and Diagnose your performance opportunities. We then Design and Develop tailored people solutions that will improve performance across your teams.



We are passionate about people and their potential. We strive to make a difference in everything we do. We work with you to help your people be even better at what they do.

# It's time2talk Partnership



## A Partnership with time2talk

At time2talk leadership we embrace a growth mindset and partnership approach that ignites purpose, passion, and performance in your people.

## Who We Are

time2talk leadership are a boutique organisational development consultancy formed 19 years ago by Sharon Kneale with the aim to provide tailored development and behavioural change solutions to Australian organisations.

Our goal is to motivate and inspire your people to challenge themselves to continually improve, to engage and influence their teams, and to be the best leaders they can be. Our team work closely with our clients to understand their business and ensure our facilitators are closely matched with their culture, goals and organisational requirements.

With a varied range of public and private sector clients, we add value through our experiences in similar industries, but also the diversity we are able to bring to our training and coaching programs.

Our learning solutions provide expertise across many varied sectors including:

- Local, State and Federal Government
- Health
- Corporate Sector
- Manufacturing and Construction
- Non-profit Organisations



# Lets connect Contact Us



## Where to find us

The time2talk office is located at:



201/685 Burke Road  
Camberwell VIC 3124

Office hours vary, please contact us to arrange a face2face appointment.

## Our contact details

In todays dynamic environment we understand your time is precious.

If you contact us via the below means we will be in touch within 24hours to see how we can be of service.



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leadership & communication



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