

Courses & Programs



ABOUT TRACEY

Tracey Ward is a communications specialist with 25 plus years' experience unleashing the power of communication within blue-chip organisations and for individual executives.

Tracey unlocks exponential growth for teams, transforming them with the power of conversation and high-level communication skills. She's received amazing feedback from different people across many businesses and industries worldwide.

*INSPIRE
EMPOWER
TRANSFORM*

Over the last 20 years, she's trained working professionals in companies such as Salesforce, Deutsche Bank, KPMG, Telstra, Nexus, MAX Build, Commonwealth Bank, Roche Pharmaceuticals, Toll and Coles.



Tracey has a Graduate Diploma in Psychology, Certificate IV Workplace Training and Assessment and an Honours Degree in Civil Engineering and is LSI accredited.

Tracey is the creator of the App IgetU, designed to help people understand their own communication style to have better conversations with others.

Tracey is also the co-author of the book "Being Perfectly Imperfect".

COURSES & PROGRAMS



IMPACTFUL COMMUNICATIONS WORKSHOP

- 3 group sessions designed to improve communication in the workplace through theory, practice and peer feedback.
- Perfect for face-to-face meetings, presentations and revolutionises Zoom meetings to be more engaging and compelling.
- Delivers results by helping teams build confidence, avoid misunderstanding, improve decision making, increase sales and ultimately impacting the bottom line.



THE ART OF CONVERSATION WORKSHOP

- Half-day or 90-minute workshop tailored for your team.
- Designed to connect and harmonise teams through interactive and engaging activities.
- Participants learn how to leverage Emotional Intelligence to communicate effectively, build trust to promote teamwork and connect people through different channels.
- Perfect team building activity delivered face-to-face or online.



"QUANTUM LEAP" LEADERSHIP PROGRAM FOR WOMEN

- 9-week program designed specifically to help female employees strive for leadership positions and take on more senior roles.
- Weekly live webinars.
- 2 x one-on-one coaching sessions tailored to each individual needs.
- Convenient lunchtime timetable to fit busy schedules.
- Game-changing content that delivered results verified through multiple participant feedback.



LEADERSHIP POWER SWITCH PROGRAM

- 5-module program designed to help frontline leaders switch to a leadership mindset, drive positive change and be more effective.
- Based on research by [Microsoft](#), [Gallup](#) and [Melbourne University](#).
- Weekly live group coaching sessions.
- For frontline leaders and new managers.
- Bonus: 1 x personal coaching session with Tracey.
- Bonus: Power Up Your Communication mini-course.

IMPACTFUL COMMUNICATIONS WORKSHOP

Do you want to improve communication in your workplace?

Effective communication is directly tied to individual and organisational success. Businesses with strong communication are seeing increased efficiencies and collaboration in their teams.

Workshop Overview

'Impactful Communications' helps businesses improve communication for their employees through interactive and practical sessions. It's perfect for delivering face-to-face meetings, presentations and revolutionises Zoom meetings to be more engaging and compelling.

This workshop has helped teams build confidence, avoid misunderstanding, improve decision making, increase sales and ultimately impact the bottom line.



IMPACTFUL COMMUNICATIONS WORKSHOP

Workshop Outcomes

Build new skills

Formal training on communication helps employees build their confidence. By learning a better way to communicate, they can enhance their personal and professional development and ultimately drive overall business performance.

Leadership development

Employees will feel more empowered by having a voice. Impactful communication allows them to build credibility, better negotiate and influence management skills.

Foster collaboration

When employees feel more confident in their communication, they can work more effectively and collaboratively across diverse teams, expertise and backgrounds.

Creates positive work environments

Healthy communication breaks down silos within different teams and reduces misunderstandings. Positive work environments help to enhance team productivity by establishing trust and reducing workplace conflict.

Contribute to business goals

Strong communication leads to more active listening and clarity of messages, aligning individual goals with team goals and ultimately the overall business objectives.

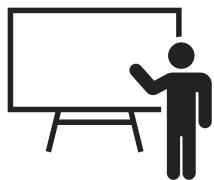


IMPACTFUL COMMUNICATIONS WORKSHOP

Workshop Structure



The Theory: 90-minute webinar outlines ways to instantly improve communication, understand the importance of concise messaging, leverage the power of non-verbal cues and adapt best practice on video conferencing, emails and phone calls. Participants are taken through the theory of delivering impactful communications.



The Practice: 60-minute practical workshop involving a small activity group. Participants are asked to prepare a few slides before the workshop to put into 'practice' what they've learnt based on the theory. Each person will present their slides and receive constructive feedback from the group.



The Polish: 45-minute practical workshop focuses on how participants can 'polish' their communication even further to achieve the results they want. Participants will be able to identify and close any knowing-doing gap, learn to leverage their strengths and adapt communication strategies tailored for their audience.



"We recently worked with Tracey to help our Women in Engineering group build confidence and capability in their communication styles.... In a short space of time, with high energy and a lot of laughs, Tracey was able to provide our group with some practical tools to take action and bring about positive change in their interactions."

Melinda Small, Organisational Development Manager, Qantas

ART OF CONVERSATION WORKSHOP

Do you want to promote collaboration in your team?

Collaboration is essential to a team's success. It encourages creativity, improves productivity and increases employee satisfaction.

When teams understand each other and work in harmony, processes and goals become more aligned, ultimately delivering better outcomes to the business.



Workshop Overview

The 'Art of Conversation' is designed to connect and harmonise teams through interactive activities. Participants learn how to leverage Emotional Intelligence to communicate effectively, build trust to promote teamwork and connect quickly with people through different channels.

This workshop is the perfect team-building activity. It can be delivered as a half-day workshop including all three elements, or a short 90-minute version to suit your business needs.



"Tracey's passion and commitment to working with our member base of 1,100 CEOs, Managing Directors and Key Executives is engaging and energetic.... Great format, great frameworks and great practical tips. Without hesitation, I and the TEC community would highly recommend and endorse Tracey."

Suzi Hislop, Speaker Program Advisor, The Executive Connection

ART OF CONVERSATION WORKSHOP

Workshop Outcomes

Improved communications within the team

Participants learn to incorporate Emotional Intelligence in their communications. By understanding their own communication profile as well as their peers', participants are able to adjust their approach to achieve the conversation outcome they want.

Builds and preserves trusting relationships

To maintain positive working environments, participants learn to build and more importantly, preserve trusting relationships. Trust plays a key role in determining a team's overall success.

Deliver value back to the business

Connected teams are seen to perform more effectively than others as it promotes a high-performance culture which is valuable to any business.

Creates positive work environments

In our current environment where many people are now working flexibly, conversations are shifting away from the traditional face-to-face to more digital channels. Employees learn to master the art of connecting quickly with anyone, whether it's online or in person.

Enhanced collaboration and teamwork

Strong communication within the team promotes collaboration and teamwork. By communicating effectively, tensions are reduced and employees can feel more engaged at work.



ART OF CONVERSATION WORKSHOP

Workshop Structure



Element One: Leveraging Emotional Intelligence in our Communication

A practical session focusing on building a strong foundation for great team interaction and harmony. Through the activity, team members will be able to see each other in different perspectives and develop individual strategies to enhance their communication with others.



Element Two: Trust

Everyone understands the value of trust in building relationships, yet many leaders unwillingly erode their trust. This element covers how employees can build and more importantly, preserve trusting relationships through leveraging David Maister's research (The Trusted Advisor).



Element Three: How to quickly connect with people

Designed to teach participants how to quickly connect with other people, whether it's face-to-face or through a video conferencing platform. As everyone shifts to a digital way of working, it's even more important for teams to be connected to be able to deliver business outcomes.

'QUANTUM LEAP' LEADERSHIP PROGRAM FOR WOMEN

Do you want to achieve diversity in leadership?

Almost half (47.1%) of all employed persons in Australia are women.*

However, women still only hold (14.1%) of chair positions and (26.8%) of directorships. Why? The reason, often comes down to inadvertently tackling the symptoms and not the cause.

UNDERSTAND THE CAUSE TO SUPPORT WOMEN

The way women perceive themselves and their role, both at work and at home can have an impact on leadership. In wanting to do the "right thing", women often "over-think", "over-care" and sometimes even "over-control" leading to a feeling that they are failing with standards set so high on so many fronts.

This often leads to burnout or a "confidence gap" when they feel they are not meeting these standards at home or in the workplace.



By the time women reach middle management, they are often exhausted and start questioning their ability. They are already working so "hard", they simply can't see how they could possibly go to the next level. This is where the real issue lies.

To help more women strive for and attain senior leadership roles, organisations need to understand the cause and provide support to help change the way women perceive themselves and their roles in life. A leadership program needs to address these causes to affect a transformational shift in women.

'QUANTUM LEAP' LEADERSHIP PROGRAM FOR WOMEN

Program Overview

'Quantum Leap' is a transformational leadership program built by women for women. A 8-week format designed to help female employees strive for leadership positions and take on more senior roles.

The webinars are made up of women from different businesses and industries. This gives participants the opportunity to connect and network with a diverse group of leaders, sharing invaluable experiences and insights.

Businesses can arrange a separate program to support aspiring women leaders within their organisation.

Program at a Glance

- 2 x one-on-one coaching sessions tailored to each individual needs
- 1-hour weekly webinar in an engaging and interactive Zoom format
- Short, practical, yet life-changing activities and exercises each week
- Convenient lunchtime timetable to fit busy schedules
- Game-changing content that delivers results verified through multiple feedback
- Easy to access content and webinar recordings available through the training platform

"I knew that I wanted more for my life but wasn't sure what that looked like. The sessions were exactly what I needed. An hour of dedicated "me" time each week, with follow up transformational activities that I could easily fit into my life. I'm more confident now and have become a real "do-er!"

Katie Gosling

Recruitment Operations Manager
Allegis Global Solutions



Program Overview

Topics	Focus	Overview
Module 1 What do you REALLY want?	Craft a vision of success for your career and personal life. Through goal setting, you can achieve success in both.	Learn how you can become crystal clear and laser-focused on your career goals and aspirations. <i>Boost your energy and motivation</i>
Module 2 Time for strategic thinking	Successful leaders make time for strategic thinking. We explore ways to reclaim time for yourself so you can focus on the bigger picture.	Master the art of delegation and empowerment, enabling you to become a strategic leader within the business. <i>Become more business-savvy</i>
Module 3 The mechanics of your mind	Understand the mechanics of your mind to raise your self-awareness and improve decision making.	Build a deep understanding of what is driving your behaviour. Time to reduce your frustration <i>Start living your life fully</i>
Module 4 Back yourself as a leader	Self-doubt can be a recurrent theme in women. Learn 7 strategies on how you can overcome the Imposter Syndrome.	Increase your self-confidence to be able to back yourself in every business situation. <i>See yourself in a brilliant new light</i>
Break	Time to reflect on what you have learnt, rest and reset	
Module 5 A lasting personal brand	Manage your personal brand by upgrading your self-image and sharpen how you carry yourself as a leader.	It's time to showcase leadership abilities that will unlock opportunities for you to grow <i>Get into action by eliminating doubt</i>
Module 6 Develop a stronger circle of influence	Build more trusting relationships with the right people to achieve your goals.	Increase your network to support your business and leadership success. <i>Time to savour wonderful connections</i>
Module 7 The power of saying "NO"	Master the art of saying "No" to free you up to say "Yes" to the things that will take the business forward.	Work smarter not harder. Prioritise your tasks based on what's important for you <i>Discover the power of boundaries</i>
Module 8 Communicate as an inspirational leader	Discover C.R.A.F.T that naturally draw people of all backgrounds to be inspired by your thoughts and actions.	Leverage powerful communication strategies to build engagement and empower those around you. <i>Get to yes quicker with your ideas</i>

LEADERSHIP POWER SWITCH PROGRAM

Are you concerned with how your frontline leaders are coping?

After a bumpy 2021, If you're seeing signs of stress and burnout, based on Microsoft's research and The Great Resignation, you have the right to be concerned.

Here are 3 reasons why you should care about your frontline leaders:

1. Employees everywhere are leaving and it could be because of your frontline leaders.
2. Frontline leaders could be the unintentional bottlenecks in your organisation.
3. Your frontline leaders might be heading for burnout, and you could be the last to know.

Program Overview

The Leadership Power Switch Program is designed to help frontline leaders switch to a leadership mindset so that they can drive results, manage their team and be more effective.

This 5-module program has helped frontline leaders and managers around the world to be more strategic, adopt a new way of leading their teams to increase productivity, gain confidence as an authentic leader, make better decisions, reduce stress and switch from simply managing others to inspiring others.



"In just 6 minutes, Tracey helped me to see the real issue and how to solve it for good. I remember thinking, "why has nobody told me this before?!". Tracey's coaching enabled me to make changes in the team, the projects we take on and how I manage my time. Now my boss is happy, my team actually listens to me and I've got time back to spend on what matters most."

Simon, Los Angeles, USA

LEADERSHIP POWER SWITCH PROGRAM

Module Structure

Module 1: Switch Up Your Business Game Plan

Learn how to dial-up your understanding of the organisation so that you can be more strategic in aligning your team's objectives to the organisation's overall goals.

An organisation is more powerful when everyone is pulling in the same direction.

Module 2: Switch Up Your Team's Performance

How well do you know your team? In this module, you'll learn to identify the different skill sets and strengths of your team members so you can optimise the overall productivity of the team.

Switch from doing to being an effective leader who leverages the work power of the team.

Module 3: Switch On Your Best Leadership

Leveraging Emotional Intelligence, you'll learn to define your leadership strengths, identify development opportunities, switch to a growth mindset and ultimately have the confidence to lead with your authentic self.

Confident leaders boost the confidence of their team to achieve more.

Module 4: Switch To Thriving, Not Just Surviving

Learn practical strategies for yourself and for your team to create healthy boundaries, build resilience, manage stress and avoid burnout.

Look after yourself and your team's well-being in order to sustain high performance and reduce turnover.

Module 5: Switch from Managing to Inspiring

Create greater buy-in, build genuine connections and engage with your team so you can inspire them to be their best and drive positive results. Learn how to provide a healthy, safe and fun environment for your team to flourish!

Create a team that everybody wants to be a part of.

LEADERSHIP POWER SWITCH PROGRAM

What's included:

Weekly Live Group Coaching Sessions

Each week, we'll unpack the modules and discuss how you can apply them in your leadership and start seeing results immediately! I'll run these sessions and you'll get an opportunity to ask questions at the end.

Content On Demand

I know you're busy, so I'm giving you the freedom to access the program when and where it suits you! You can also revisit all the modules to embed key ideas and deepen your understanding.

BONUS: Coaching Session

I personally want you to succeed which is why you'll get an exclusive 30-minute, one-on-one coaching session with me. You'll be able to share your goals and challenges with me directly so you can get tailored advice and immediate results!

Workbook

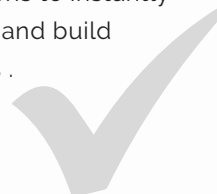
All lessons come with a pdf workbook containing the transcripts, activity sheets and extra resources. These are designed to help you get the most out of the program by reinforcing your key learnings through practice and application.

Online Learning Portal

Access all your program materials in one place so you can easily navigate through the content and be more effective!

BONUS: Power Up Your Communication

You'll learn valuable skills to completely transform how you communicate to your team, colleagues, and senior leaders in this 4-part mini-course. Master the art of communications to instantly create connections and build strong relationships .



Transforming the world one conversation at a time.

Ready to start transforming your team to achieve better outcomes?

Tracey's courses are tailored to suit the needs of your business. From a short 90-minute session to 3-full days of workshops, delivered either face-to-face or online.

These courses offer great opportunities for businesses to help their employees improve their communication, gain confidence, build trusting relationships and develop qualities of a future leader.

Want to know more?

Contact Tracey today to discuss how you can work together to empower your team.

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