

Lisa Tilley Consulting

2025 Programs and Services



Leadership and Management Skills

Applied Leadership Program - Module 1: Leadership Foundations (Leading Self)	<p>The objective of this program module is for participants to identify their individual leadership advantage and build confidence in their own authentic approach. Session 1 delves into personal leadership and leadership styles and approaches. Session 2 helps us understand our personality type, valuing the differences in others, and application for improved performance when leading others. Session 3 discovers our top 5 leadership strengths and explores the formulation of our personal leadership brand.</p>	<p>3 x 1/2 Day Sessions Or Customized</p>
Applied Leadership Program - Module 2: Leading Teams & Others	<p>Learn how to effectively manage your role and the expectations of your position. Participants learn: the art of effectively managing their role and the relationship with their supervisor; how to focus time, energy and resources; understand various approaches to influence, build rapport and connection with others; effectively use emotional intelligence; build and lead a high-performing team and develop coaching techniques for performance development.</p>	<p>4 x 1/2 day Sessions Or Customized</p>
Applied Leadership Program - Module 3: Organizational Leadership	<p>This program focuses on Leading the Organization and creating clarity through Thinking, Planning and Acting - strategically. Specifically, the sessions focus on the creation of a vision of the future, an understanding of the overall environment within which the organization is operating and how focusing on developing critical areas through priority setting and focused activities will increase performance.</p> <p>Participants will develop a framework for thinking strategically about their organization. The three critical questions (think, act, and influence) will form a new way of considering how daily work and projects support organizational growth and development while considering the impact of disruption and external changes . Participants will be able to lead the performance of others with clarity, focus and motivation and will be able to synthesize this enhanced understanding to create clarity and priorities through a strategic plan which is succinct, clear, and measurable.</p>	<p>3 x 1/2 Day Sessions Or Customized</p>

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Leadership and Management Skills (cont'd)

The Art of Delegation	Delegation is a core leadership skill required by most to remain successful in one's role. Very few of us are taught how to delegate effectively during our careers. In this course we will define what delegation really is and understand the importance of "letting go" to enhance employee growth and development.	1/2 Day Session
Creating a Culture of Belonging	As humans we want to feel that we belong; as employees, we want to feel safe and free to bring our full and true self to work. In this session we discuss the importance of belonging, rather than just simply "fitting in" and define what belonging means to you and how to create belonging for others.	2 Hours or 1/2 Day Session
Strategies for Improving Workload Management	So many things to be done and only so many people and only so much time in which to do them. Managing workload is one of the key factors in promoting productivity, employee well-being and team cohesion. Come explore the levers available in using the resources available to you.	2 Hours
Organizing & Managing Effective Meetings	Too many ineffective meetings are held without clear expectations. Do you wonder if you really need to be at the meeting? Do you struggle with engaging others to participate fully? Successful meetings need logistical strategies before, during and after the meeting, along with defined outcomes and full engagement.	2 Hours
Strategic Planning for Beginners	Ever wonder why organizations do what they do? It all starts with a vision. In this session, we will define what strategic planning is and the importance of thinking big. We will also walk through the key elements and critical process steps for success.	1/2 Day Session
Facilitation Tips & Tools for Meetings	Holding an engaging meeting with meaningful participation takes more than simple chairing. Using tips and tools from the facilitator's toolbox can take the meeting from disengagement to effective engagement and contribution.	2 Hours

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Workplace Coaching Foundations	A key responsibility of managers and leaders is to take an active role in employee development to support engagement, growth and contribution to the team and organization. Effective coaching can be one of the most powerful activities a manager or supervisor can practice. This course covers the fundamentals of workplace coaching.	1/2 Day Session
Coaching for Performance and Results	Good coaches believe that the individual always has the answer to their own problems but requires help and guidance to find the answer. In this course, we will explore the art of asking powerful questions and look at effective approaches to coaching.	1/2 Day Session
Building Workplace Team Effectiveness	Why do some teams perform better than others? What sets these workplace teams apart from the rest? Building a high-performing team requires more than just pulling together a group of talented people. This course will uncover how to carefully develop and nurture key characteristics, behaviours, and best practices to build upon your success in the workplace.	1/2 Day Session
Change Management	The Change Management training course is your organization's roadmap and playbook of techniques, skills and methods enabling you to successfully transition individuals and teams from the current as-is state to a desired and improved high-performing future state.	1/2 Day and Full Day Sessions
Effective Decision-Making	Decision making and problem-solving skills are the most important skills in the 21st century. Are you effective at making decisions? In this course, we look at what it takes to make better decisions with confidence.	1/2 Day Session

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Leadership and Management Skills (cont'd)

Workplace Mental Health	Some might say there is no place for feelings at work, however how staff feel impacts their performance, behaviour and productivity, and their health and wellness, along with the organization's ability to attract and retain employees. Mental health challenges are increasingly present in today's workplaces. Find out how to navigate these tricky situations and create the workplace where people can thrive.	1/2 Day Session
Managing Teams in Stressful Times	How well do you really know how your team is doing? Is the pressure of work wearing your people down? This series will provide you with practical tools to connect with and support your team members in coping with the pressure, and often false sense of urgency, we see increasing at work. You will leave with a clear way forward.	3 x 2-Hour Sessions

Strategic Planning and Facilitation

Strategic Planning	Without everyone in your organization understanding and working towards the same goals, the team, department, unit or organization will drift and miss out on opportunities and higher levels of success. We offer a proven facilitation process that helps you understand where you are today and through strategic thinking and planning, identify clear objectives and actions to keep your team on the right track to success.	As Determined
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Self-Knowledge and Support

Clifton StrengthsFinder™	Using the Clifton StrengthsFinder Assessment, this course will identify your top 5 strengths and how best to leverage your strengths in the workplace.	1/2 Day Session
Emotional Intelligence (EISA™)	Emotional intelligence has an important place in life and the workplace, ensuring managers and leaders can better understand and motivate their team. The EISA tool measures how we perceive information and actions, manage our thinking and actions, make decisions, achieve and influence others. This session helps participants understand the connection between their emotional and social skills and their performance. It includes the creation of a development plan to build those skills effectively.	1/2 Day and Full Day Sessions
Myers-Briggs Type Indicator (MBTI)™	This session provides individuals with their personalized MBTI result and interpretation along with building understanding of differing personality preferences and the impact and effect on performance in the workplace.	1/2 Day and Full Day Sessions
Benchmark 360 Assessment	This 360 Assessment is a tool that provides leaders with the confidential perspectives of those around them. It is primarily for middle or senior managers/leaders and executive teams whose members are looking for feedback from their peers, supervisor, and direct reports. A development plan is created to build critical competencies for success.	As Determined
Self-Management and Prioritization	Want to be more productive? In this course we will explore useful techniques to self-manage, enhance productivity, and identify your key priorities to support your personal success and team performance.	1/2 Day Session

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Self-Knowledge and Support (cont'd)

Becoming More Stress Resilient	Pressure exists in every direction. Maintaining your composure boosts your effectiveness and avoids becoming scattered or overwhelmed. Learn the process of overcoming our brain's responses to demanding situations. Not saying it's easy, but it may be simpler than you think.	1/2 Day Session
How to Set Meaningful Goals	If reaching goals were easy, everyone would do it! What's stopping you from achieving what you want in your life and career? In this course we will explore the benefits of goal setting, how to set goals, measure success and achieve results.	1/2 Day Session

Executive Coaching and Consulting

Business Consulting	Business consulting can help you solve problems, improve efficiencies, and grow your business. By partnering with you, together we can identify obstacles and support your success by overcoming the difficulties you may be facing to reach your goals.	As Determined
Executive Leadership Coaching	Are you looking to maximize your skill sets and gain more confidence as you continue to build upon your leadership ability and drive results? Seeking support and coaching to help prioritize specific areas of development and growth will build upon your current career success, your confidence and effectiveness in your role. Coaching sessions begin by determining your goals, needs, challenges, development requirements and then best actions for success. Both parties co-design a game plan to reach those goals with ongoing coaching and progress review.	As Determined

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Mastering Workplace Communication

Mastering Difficult Conversations	Having the skills and confidence to handle difficult conversations and conflict with staff is an essential part of being an effective manager. This course aims to remove the fear factor from difficult conversations and show how the right approach can help turn that tough talk into a constructive dialogue.	1/2 Day Session
Communicating with Confidence	Building your influence to get things done means communicating effectively. We all have blind spots and gaps in our communication skills and need to deal with a wide range of diverse people. Let's get clear about your message and overcome any hesitation about addressing challenging situations.	1/2 Day Session
Managing Conflict in the Workplace	Conflict is a natural feature of human communication. Often, we see conflict as negative, and it is true, conflict that is not handled well can have a devastating impact on staff morale and productivity. In this session, you will learn how to identify conflict, understand the different types of conflict that occur at work, and how to better minimize and manage conflict.	1/2 Day Session
Effectively Setting Boundaries for Work	Boundaries are ways to set limits. They can be applied to many aspects of our work – work hours, undisturbed time, response time, work priorities, roles and communication channels. All these items affect our relationships which means gaining agreement and commitment through communication.	2 Hours