



True Success Academy

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Building Better Workplace Culture

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About the True Success Academy

The **True Success Academy** was formed after many years in the trenches developing and presenting hundreds of training programs in workplaces in all kinds of industries, settings and sizes.

Our team are passionate, qualified – not just through academic rigour and research – but by current, hands-on experience with what is actually needed day by day.

The Academy provides several pathways of leadership training programs for management and whole staff teams. These are not theory classes or just a fun day off, but experiences that will stay with participants and change things for the better.

Our Point of Difference

We endeavour to not only be experts in our subject, but professional educators. We don't want participants to just attend a PD session; we want them to experience something that lasts. The way we do this through a Cognitive Behavioural approach.

We work to impact these areas.

- **Belief** – we need participants to believe what they learn is actually the best way to do something. That may involve challenging paradigms of how things are normally done.
- **Feelings** – participant needs to personally feel the importance of doing it well. Everyone learns differently so we tailor our style to intentionally motivate each participant.
- **Behaviour** – we don't just teach WHY, we teach HOW. Skills development is key because we want participants to forever change for the better after the training.

We use these methods:

- **Knowledge** – we have in-depth content for those who require the proof and knowledge base. We know what we are talking about and stay well informed.
- **Relationship** – Human interaction. We laugh, listen and connect 1:1 wherever possible. In sessions we build rapport and connection so that participants feel comfortable to ask questions and keep in contact after the session.
- **Style** – we use the best practice teaching techniques. People participate - not just watch. We want them to engage so well they don't even realise time is passing.
- **Memory** – we provide notes but know that they are rarely referred to again. Instead we make complex into mind-easy chunks, so that the content is used and applied.

About Training Modules

There are numerous training modules available. Each module falls into one of four **streams** and two **levels**. On request we can also create modules by using parts of different modules to meet a specific area of need.

Modules are delivered in 75-90 minute sessions in any of the following ways

- Live – unlimited participants.
- Online - 4 to 18 participants.
- Intensives – three modules delivered in a day, two in the morning & one after lunch.
- Extended intensive - two or more intensives usually at a conference or retreat.

Live or online?

We believe that training is not about having a workbook at the end of the day, or a series of interesting facts and knowledge. Our success is measured by whether participants recall and then apply the training and skills in the moment. We want it to be habit forming and deeply



embedded in the mind. Consequently - our strong preference is to deliver training live and in person rather than online, unless it is physically impractical.

Leadership Courses and Programs

Courses are created utilising a combination of modules. A discovery meeting with a True Success Facilitator can help us design a course of modules that will achieve your desired outcomes.

Cost

Individual Modules = \$ <available on request.>

Includes:

- 70–90-minute interactive training session
- Notes and resources.
- Adhoc phone, email and Zoom access to trainer following event for coaching.

Leadership Courses = for up to 6 participants.

Includes:

- 8 selected 70-90 minute interactive training sessions spread over several weeks as required,
- Notes and resources.
- 12 months unlimited participant access to trainers for coaching and consultancy

Training Modules

Stream A: People and Relationships

Understanding People 1 – Learn the difference between temperaments & personality and how to understand yourself and others. Your point of difference is more than meeting others real needs – but meeting their felt needs. (A1UP)

Understanding People 2 – Here are the most important must know tricks and skills for communication, customer service, sales & other workplace applications (A2UP)

Enneagram 1 – A thorough introduction that will help you fully understanding how it works and how to read yours and each other's profile (A1EN)

Enneagram 2 – A deep, fun and life changing dive into applying the learning from yours and others profile (A2EN)

M.B.T.I – Learn the measures about how we gain energy, make decisions, receive information and handle our time and communicate openly. After this session you will be able to manage and create the exact right environment for yourself and team to thrive (A2MB)

Stream B Conflict and Negotiation

Conflict & Negotiation skills 1 – Learn the science behind conflicts and how to professionally manage them. After this session you will be able to safely approach difficult conversations and apply three most important skills required to manage any conflict situation you encounter. This module has proven to be lifechanging for many. (B1CO)

Conflict & Negotiation skills 2 – A deeper dive looking into the three “R words of conflict management – resolve, reconcile and restitution. If you miss one it doesn't work. We also look at your Conflict Style and analyse your tendency in different environments. (B2CO)

The Art of Difficult Conversations – Learn the tricks of the trade that professional mediators use. These skills are easy and guaranteed to work every time. They ensure conversations don't unnecessarily escalate and are able to be resolved before they fester. (B1DC)

Drama Triangle - How to recognise & break toxic cycles of rescue, persecute & victimhood. This is a practical guide for improved self regulation within workplaces. (B1DT)



Mediation and *Dispute Resolution - How to mediate a conflict or dispute between two or more parties – This session is for experts who have learned and practiced skills taught in Stream B Modules (B4ME), prerequisites: B1CO, B2CO, B1DC*

Stream C Managing Teams

Boundaries 1 – *Practical, irrefutable relationship principles that never change. These relationship skills will increase capacity, joy and wellbeing. Learn the primary psychological principles relevant in all work places like Goals/Desires, Hurt/Harm and Loads/Burdens. (C1BO)*

Boundaries 2 - *Advanced relationship skills. Providing a comprehensive study of how boundaries work in personal and professional relationships. (C2BO) Prerequisite: C1BO*

Employee Review Meetings – *Learn best practice in reviewing and managing your direct reports. Delivers an efficient and effective process for getting the best out of your team through your review meeting process. (C1PM)*

Understanding Performance Management – *A practical HR best practice guide for managers in instigating performance management, hiring & firing and Fairwork must-knows. The myths, traps, tricks and skills will be uncovered in this session, (C2PM) Prerequisite: C1PM*

Recruiting Staff – *People are very predictable. Recruitment does not need to be an educated guess but a practical science with a touch of art. Possibly the most important task you will do is finding the right people and trying to avoid the most costly mistake in business – recruiting the wrong people. Learn the science and art of recruitment through these absolute principles and skills for people/team managers, including the five C's for assessing possible employees. (C1RE)*

Advanced Recruitment skills 1 – *principles and skills for HR & recruitment managers. Includes campaigns, screening, reference checks. (C2RE) Prerequisites: C1RE*

Advanced Recruitment skills 2 - *for HR & recruitment managers, includes psych testing, interviewing tricks, onboarding ideas. (C3RE) Prerequisites: C2RE*

One Page Strategic Planning – *Tailored facilitation of leadership strategic planning process. Includes team brainstorming & culminates with a one-page strategic plan (C1SP)*

Motivating Teams - *creating the right factors that motivates teams to function at the optimal capacity. Carrots, incentives, sticks and deterrents are necessary but engagement in a process and organisation is 10 times more effective. This session explores best ways to build an engaged team environment. (C1MO)*

Speed of Trust 1 – *Trust is the most important currency in business. It is traded in every interaction that occurs. Learn the basics for how trust is built and eroded. This session builds awareness and skills to build and change team dynamics that may be difficult. (C1ST)*

Speed of Trust 2 – *Advanced skills for building high trust teams. (C2ST) Prerequisite: C1ST*

Effective Training skills 1 – *Basic train the trainer principles for effective teaching and learning skills and practices, Based on the highly effective 7 laws of the learner principles that are simple, effective and give confidence. (C1TP)*

Effective Training Skills 2 – *Advanced teaching and learning skills for leaders who are required to train and upskill staff. (C2TP) Prerequisites: C1TP*

Emotional Intelligence – *An introduction on how IQ & EQ works. IQ remains the same throughout life but EQ can be developed. This session outlines the skills and how it is the most important determinant of success in all areas of life. (C1EQ)*



Stream D Wellbeing and Self Care

Psychosocial Risks and Safety – This a session meets Fairwork compliance requirements but in a way that genuinely seeks to ensure a safe workplace better than an automated online training module. It includes content from module B1CO. True Success act as the Psycho Social Safety officer in most client workplaces and deliver this session as a mandatory requirement for all staff (D1PS)

Neuro Diversity, Mental Health & Personality Disorders in the workplace – This session assists leaders in understanding language, supporting and navigating the different conditions that impact staff in workplaces. (D1ND)

Counselling for Dummies – Workplaces are not social working communities. Their primary purpose is to provide goods or services, however their primary resource is their people. Caring and supporting staff is critical to the success in any business. Employee Assistance programs are necessary and this session seeks to demystify the different types of practitioners, what they provide and how to best refer. (D1CO)

Stress Management 1 - Dealing with Stress well is a key to success. There are several proven skills that will be taught in this session including, the difference between distress and eustress, Seligman's reframing, Karpman's Drama Triangle, FFF conversations, breathing and grounding. (D1SW)

Stress Management 2 – This session reinforces and provides further self regulation skills for dealing with anxiety, overwhelm, amygdala hijacks etc (D2SW) Prerequisites: D1SW

Your True Success Facilitators:

Dr Andrew Boutros



- Experienced registered former secondary teacher.
- Ordained minister within Churches of Christ Australia.
- Former CEO of Focus on the Family Australia.
- Founder and Director of True Success Pty Ltd
- Doctor of Ministry including strategic development, conflict and negotiation, self care within business.
- Regular trainer and speaker.
- Executive Coach/Mentor, supervisor and pastoral carer.
- Special Interests include: strategic development, change, management, complex mediation, dispute resolution, executive recruitment.

Lynda Boutros



- Experienced professional supervisor, business mentor, pastoral carer and trainer.
- Extensive state and private secondary teaching experience
- Co - Founder of True Success Pty Ltd
- Degrees in Arts (Monash Vic) and Education (Christian Heritage College QLD) and Master of Pastoral Care (UD)
- Grad Certificate in Pastoral Supervision
- Special interests include change management, business mentoring, staff professional/personal development training, psychometric test analysis.

Details of other True Success facilitators available for your engagement are found at www.truesuccess.com.au



Appendix A

True Success services.

True Success can provide a comprehensive tailored, professional, external solution for staff teams covering staff wellbeing, professional pastoral supervision, PD training, and end to end HR.

The value proposition for client organisations includes staff longevity, better exits, higher capacity as well as focused and aligned performance. This occurs through teams having greater self-awareness and processes in place to develop and sustain harmonious performance. It is a cost-effective plan to build into your team resource developing them personally for present and future service.

This is achieved through an external confidential voice in each staff member's life allowing them to authentically deal with matters that impact them personally and professionally. Our team is experienced in business chaplaincy and ministry as well as HR, business and education, thus we are able to provide critical advice and referrals where necessary. We are able to walk with team members through the process of dealing with the challenges faced that are typically hard to share in the context of the workplace itself.

For your information, below is a summary of the services that True Success can offer, parts of which will be more relevant at times than others. Our services will allow for impartial pastoral care to be delivered in a manner that aligns with the organisations core values and vision.

Engagements typically commence through an initial training seminar and then information about the engagement with True Success is forwarded via an email and flyer explaining what is being offered and how team members may contact True Success facilitators at any time. True Success will liaise regularly and appear at appropriate gatherings such as staff meetings to develop awareness, profile and ultimately trust with individuals.

True Success provides assistance in the following ways:

1. Proactive Employee Assistance Program (P.E.A.P)
(or Professional External Business Chaplaincy program)
The leadership of an organisation is not always in a position to be able to effectively provide professional pastoral care personally but can demonstrate value and care of staff through the proactive True Success model. It specifically allows pastoral issues that might affect staff performance and morale to be addressed in a timely, constructive and helpful manner.

The way this differs from conventional EAP is that the facilitators are present, visible and known to the staff and are able to be contacted confidentially at any time for support including outside hours. We have found PEAP to work fine alongside a conventional EAP if one is already engaged at a client's workplace.

This independent, confidential program allows staff to connect with and access support without fear of workplace repercussions. The resource facilitates and empowers managers to connect with key staff naturally at a deeper level. It provides another valuable tool in staff conflict and work pressures. The facilitator can sit in and provide impartial support as well as experienced pastoral input when required.

Several measurable benefits can be expected due to the proactive nature of the PEAP model. These include improved staff productivity, less absenteeism and turnover, all of which contribute to making the program commercially sustainable.

2. Emotional Literacy PD
The training and development program complements PEAP program. It is tailored to suit the particular needs and character of the organization.
Training modules are tailored to be anywhere from short sessions in a staff meeting, one hour monthly training sessions or full conferences such as high performance retreats or particular focuses.



The sessions are creative, engaging, memorable experiences that bring about lasting positive changes and allow for ongoing interaction with our team.

The topics we specialize in are found on our website and include a wide range of interpersonal, self care, sales and customer service, leadership and management as well as personal development topics.

3. Human Resources Assistance

True Success has tools and processes that reflect best practice in the following areas:

Recruitment

Our approach in personally knowing and understanding the culture of your organisation, its managers and core business enables us to work to secure ideal candidates for the long term. We will assist in profiling new position briefs, creating recruitment campaigns, creating advertising on Seek and other platforms, head hunting, screening, short listing, phone interviewing, psychometric testing, interviewing, negotiation, reference checking, contract and induction.

Staff performance review program

This engagement develops, implements, facilitates and manages a reviewing and appraisal system for staff using the True Success model. This includes working with each person, providing relevant tools for accountability and productivity.

Performance management, when required, can be facilitated by True Success and the direct manager in compliance with Fair Work obligations to ensure accountability for, and excellence in performance should staff members not reach satisfactory targets in any of the following areas:

1. Learning and development.
2. Errors and accuracy.
3. Behaviour and attitude.
4. Productivity and output
5. Competency and Capacity

The blue performance management tool is part of our review template.

Strategic planning: Assist with strategically planning staff capabilities and talent management to maximize productivity, succession planning etc. The aim is to reduce the overall staff cost through better staff resource management.

General HR support: In addition, a comprehensive range of other solutions can be provided such as exit interviews, ad hoc mentoring/coaching for managers, conflict mediation etc. We work with your HR hotline/resource/industry body to provide reliable industrial advice and steps. We assist in all documentation and contract compliance.

Bully and Harassment; ensures that your employer WHS compliance obligations are met by True Success acting as Bully and Harassment officer. This involves training all staff on rights and obligations as set out in both state and Australian legislation. This protects the organisation as well as the staff by providing education and process for a safe workplace. It also minimizes conflicts and provides an excellent avenue to deal with complaints quickly.

4. Professional Supervision

The manager meets with the True Success Facilitator who is an experienced professional supervisor at least four times per year. These meetings are purposeful and structured as well as confidential and safe. The areas of the conversation include:

- a. Normative – ethical challenges of belief and principle.
- b. Formative – personal development requirements for coming season.
- c. Restorative – hurts, wellbeing and mental health.



An overall personal discussion takes place where the participant can confide in a safe and confidential space, matters that are hard to discuss within the context of a workplace. The supervisor is a sounding board asking probing questions and helping the participant clarify their thinking. Ideas and directions can be explored with possible outcomes, but the facilitator doesn't do the thinking for the participant. The supervisor also checks in on wellbeing and mental health. At times a supervisor may intervene in an agreed fashion if the participant is at risk or not coping well. This is only done in a professional and agreed manner.

If further mentoring is required the facilitator can provide personal and professional development in people, leadership, management and communication areas. The structure, frequency and content can be tailored according to the needs and learning style of the participant. The relationship and discussions are confidential allowing open and frank communication.

5. Conflict Mediation and "Remediation" service

True Success facilitators are known for their creative approach to effective mediation of conflicts to positive resolution. We are regularly called in to facilitate complex conflicts that have festered and become toxic. The process involves helping participants being heard, having dignity, and being empowered to guide their own destiny in the situation. We take a "no judgment" approach and leverage our external advantage to gain the confidence of each party prior to calling people together. We first take as much time as required to look for creative solutions that all parties will find agreeable before facilitating the resolution.

Once mediation has taken place, we see it as the ideal opportunity to **remediate** by providing skills and training to ensure similar situations do not arise again. The motivation level at this time is high and the impact usually spreads to the wider staff as they see the positive result of effective and safe methods of confrontation.

The actual process is professional and quite complex, but we make it feel simple for the participants. We consider many factors in accepted conflict and negotiation theory. For example, resolution reconciliation, restitution, restoration, face saving, cultural issues, second hand communication, amygdala effect, mental and emotional health context, previous trauma etc.

As part of this element of a consultancy sometimes two policies are introduced to the organisation and embedded:

- a. Facilitated Complaints Procedure
- b. Bullying and Harassment Policy

6. Senior Leadership Team or board facilitation

Our professional facilitation ensures that agendas are circulated, and information is prepared for each meeting. We chair / facilitate the meeting ensuring that optimal decision-making processes occur. Live minutes are prepared on screen as the meeting occurs. These minutes are circulated following each meeting and contain clear ACTIONS with timelines and outcomes to be addressed at the following meeting. This process ensures meetings become highly efficient. Proportionate emphasis is given to each topic, prioritizing policy over operational decisions that typically waste group management time. Care is taken to ensure communication dynamics are balanced and healthy. The benefits include the quality of decisions, the follow up and traction of decisions and time taken to achieve decisions. Brief management training and corporate culture is usually integrated as part of these meetings.

The advantage of this service is that the chairperson is completely focused on good decision making processes rather than having vested interest in the actual decisions.

Please note that **special projects** are not detailed here, but include change management support, SOP development, review of departments, investigations, strategic planning.



Appendix B

Distinctives of our engagement

Confidentiality – we will be completely trustworthy in our confidentiality with both staff and managers. As contractors we promise to maintain our professional confidentiality code of practice in all our interactions respecting the values and structures of the organisation.

Integration – we will integrate and tailor our work with the existing structures and respect the obligations of workers within the company. We will not take up work time unnecessarily and seek to be sensitive to staff member's privacy and religious/personal position. We will not take liberties or freedoms with the privileged access we have during or after our engagement.

Professionalism – we will interact in a warm, engaging and open yet professional manner at all times. We seek to apply best practice in chaplaincy. We respect the right for individuals to engage in a voluntary manner and not to feel pressured. We aim to earn confidence.

Results – we will pride ourselves in delivering agreed measurable outcomes beyond expectations.

Empowerment – we will seek to empower management and staff for lasting beneficial change for the benefit of the wellbeing of the individual as well as the organisations aims.

Engaging – Warm, creative, interactive, humorous and professional style.

Timeless principles - All our content is based on recognised research and is consistent with mainstream Christian ethics. The principles are timeless and transferable.

Holistic – an integrated approach designed to bring about change in the emotional, spiritual, mental and social dimensions within of the individual and organisation's morale as a whole.

Educationally sound – professionally delivered, rigorous content, with biblical teaching methods modeled in scripture, designed to bring about lasting life transformation.

Honours organisational core values – we look to complement and enhance your business and vision through our engagement, reinforcing its passion, direction and aims.