



# REACH PERSONAL DEVELOPMENT COMPANION

**REACH Personal Development Companion for Charles Poulton**  
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# Introduction

The purpose of this Companion is to provide people with a personal learning journey focused on developing their REACH, learn more about why [REACH matters](#) here.

As people grow their REACH they are developing skills, awareness and agility to adapt to different people and situations.

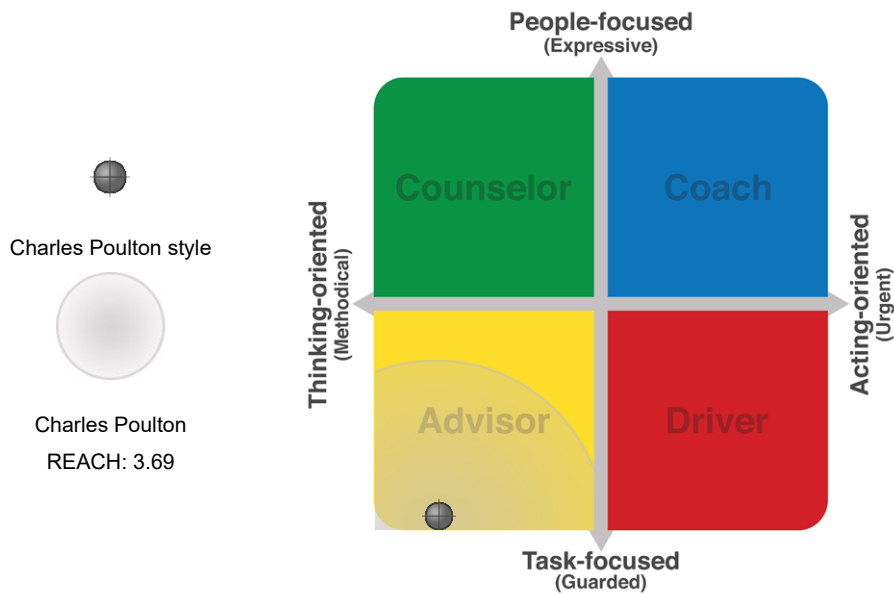
This focus on growing agility and resilience is a priority for people wanting to perform better today and be ready to step into the roles of tomorrow.

## Intended use of this Personal Development Companion (PDC)

This PDC is designed to help periodic appraisals by providing a person's manager with automation enabled talking points and suggestions, the direction to help build a growth mindset and continuous learning culture within the team.

By using each appraisal report, people are encouraged to reflect on their REACH and skills development throughout the year with clarity and positivity. This approach supports people to develop their agility to take on new challenges and roles in a fast-paced workplace where role specific skills and position descriptions are outdated, between appraisals.

# The Style and Current REACH (agility) Zone of Charles Poulton



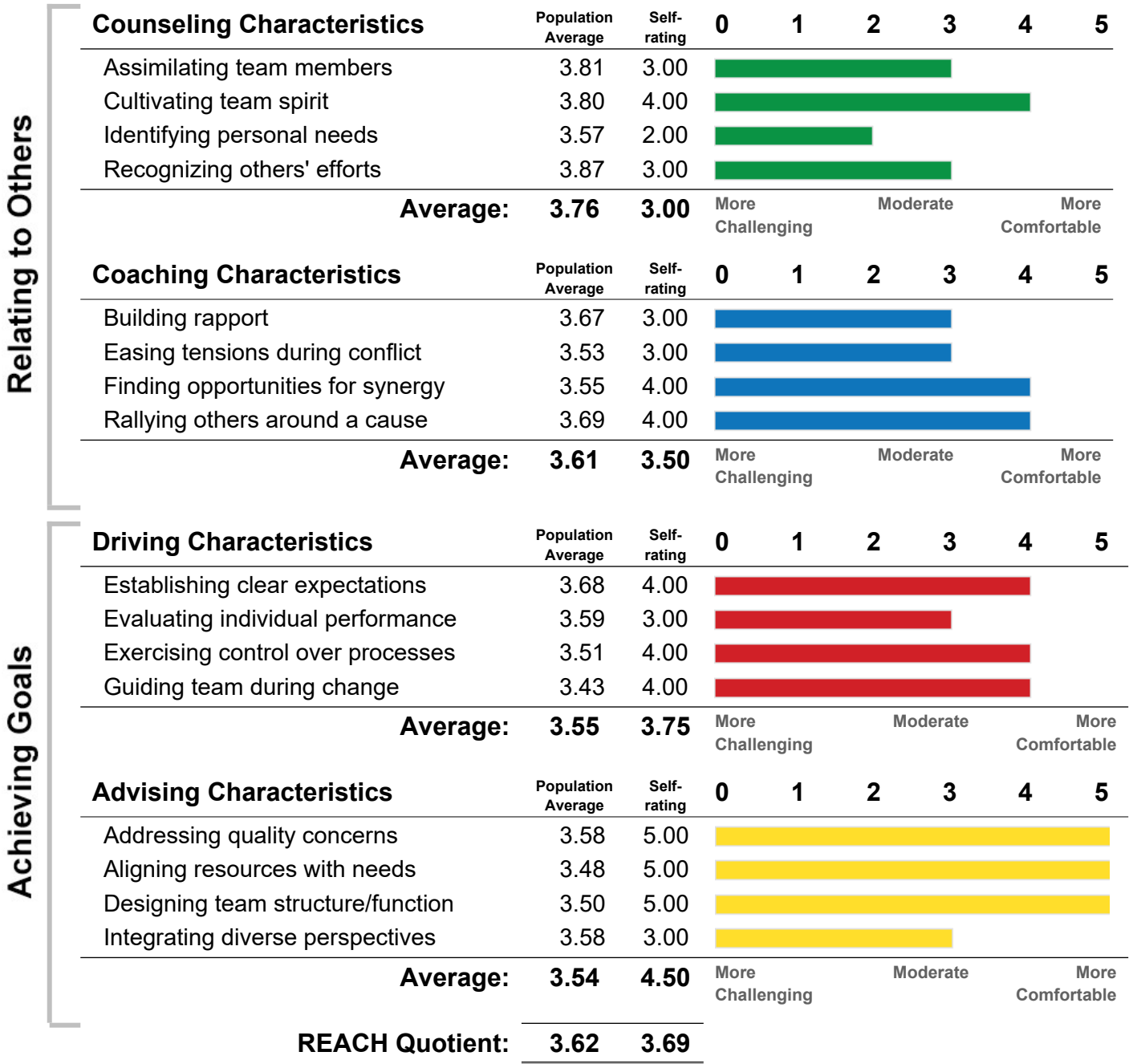
## Current Strengths

Charles Poulton see's the following as some of their current strengths:

- Addressing quality concerns
- Aligning resources with needs
- Designing team structure/function

When Charles Poulton completes REACH again, their growth in REACH will be shown in a graph here to help inspire continual personal and professional development.

# Current Self-Assessed REACH Skills of Charles Poulton



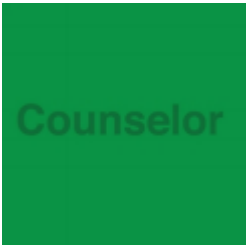
## Conversation Starters

- People perform at their best (contribute more and are more engaged) when they can work using their strengths and most natural tendencies. Using the insights in this companion and from what you know of how Charles Poulton works and interacts, is there an opportunity here to help them work to their strengths?
- Growing REACH helps people understand themselves better, navigate change and perform better in many aspects of life.
- The training and coaching recommendations and resources can help you grow. What opportunities do you have to use these tools?
- The information contained in this REACH Personal Development Companion is based only on self-reflection, it can be very useful to add additional perspective by extending into REACH 360.

# Personal Development Roadmap

Based on the information in this companion, the REACH Ecosystem has automatically generated recommendations for training plans and coaching that are also available within the Ecosystem. The current suggestions are listed below.

## Charles Poulton Current Development Priorities



### Developing Counselor Skills (the Who)

They should consider this list of courses:

#### Identifying personal needs

- [PPA - Building Team Synergy Training Course](#)

#### **PPA - Building Team Synergy**

This workshop style course packs in a series of practical activities that provide participants with "Ah Ha" moments, together with practical approaches to put into practice the very next day on the job.

This course provides participants of all levels from an organisation with new perspectives on the importance of leveraging differences in people and making diversity of team member a true advantage.

The session finishes with an implementation action plan, so organisations will see an immediate change as people approach work, life, colleagues with more constructive purpose.

In conjunction with the other PPA courses, this helps give people and organisations a competitive advantage through more productive people.

In collaboration with our clients, trainers, participants across the globe and our research & development partners (The OrgDev Institute and Leading Dimensions Consulting), PD Training has developed Productive People Advantage (PPA), designed for the needs of today to prepare your people and organisation to have a sustainable advantage tomorrow.

- [PPA - Identifying Difference as Opportunities](#)

#### **Maximising Productivity, Proactivity and Quality**

In this half-day interactive workshop, participants will learn how to identify strengths in themselves and as well as identifying areas for improvement for themselves.

Next they learn how to implement a strengths-based professional development style and how to identify strengths and areas for improvement in others.

Following on from that is an exercise in gratitude and how implementing an "Attitude of Gratitude" can have a positive impact on both their lives and the lives of others.

The workshop finishes up with a focus on how to best engage with customers with empathy and gaining an understanding of how to best align with what customers really want and need.

In collaboration with our clients, trainers, participants across the globe and our research & development partners (The OrgDev Institute and Leading Dimensions Consulting), PD Training has developed Productive People Advantage (PPA) program, designed for the needs of today to prepare your people and organisation to have a sustainable advantage tomorrow.

PD Training's new signature series program - Productive People Advantage brings together the best activity-based learning, incorporates practical workplace tools, and leverages the latest research in neuroscience, psychometric profiling and emotional intelligence in new ways to develop and measure previously elusive to target or measure capabilities.

In conjunction with the other PPA courses, this helps give people and organisations a competitive advantage through more productive people.



## Developing Coach Skills (the Why)

They should consider this list of courses:

### Building rapport

- [Communication Skills Training](#)

This communications skills training course helps people communicate appropriately and clearly in any situation. This is a great course for everyone as the benefits can have a positive effect on every aspect of your life.

Learn to understand how you communicate, how others communicate and how to adjust your communication style to meet their needs. Discover how effective communication is greatly improved by understanding communication preferences based on personality type, and learn how to overcome some common obstacles to effective communication.

This interpersonal Communication Skills training course will ensure that your colleagues, friends and family will receive your message clearly, which should improve your workplace relationships as well as your personal relationships in general. If you have never completed a communications course of this type, you are missing out on understanding some of the most fundamental concepts that will have a profound effect on your success in the workplace and life in general.



- [Customer Service Training](#)

In order to create customer satisfaction, you need to go beyond good customer service and exceed your customers' expectations with exceptional service every time. In order to achieve this, it is important to ask yourself some questions:

- Do you or your staff have the right skill sets to deliver exceptional customer service?
- How do you currently improve your Customer Service Skills and approaches?
- Do you strive to continuously improve your customer service?
- Do you listen to your customers and their needs?
- Do you currently listen effectively to uncover the customer's true needs?
- Are internal customers understood and prioritised?

This Customer Service Training Course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service to both internal and external customers.

- [Facilitation Skills Training](#)

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating easy decision making, good facilitation can help any organisation have improved staff communications and interactions and ultimately make better decisions.

This Facilitation training course will give participants an understanding of what facilitation is all about, as well as some tools that they can use when facilitating small meetings with staff.

**Looking for something more advanced?** Try the Advanced Facilitation Skills Training Course

- [Professional Telephone Skills](#)

This Telephone Skills Training course will provide your staff with the skills they need to handle phone calls professionally. This will ensure that a positive image of your organisation is reinforced and strengthened with every conversation.

The telephone etiquette displayed by employees is indicative of a staff's willingness and ability to efficiently assist customers. The skills and attitude projected over the telephone can form a lasting impression in the minds of customers, making it a critical and memorable customer experience.

Virtual teams are becoming the norm rather than the exception, and one of their primary channels of communication is the telephone. Hence, it is imperative for virtual employees to also have a good understanding of business telephone etiquette in order to provide the best outcome for the customer.

- [Sales Training](#)

Today's marketplace in Australia is highly competitive and every organisation is looking to gain a larger share of the market. In an economy where the customer is king, how do your sales representatives pitch the features and benefits of the products/services they sell?

Providing sales training plays an important role in helping sales representatives practice and improve their ability to close a deal. This Sales Training Course helps sharpen the skills of even experienced sales representatives, enabling them to take advantage of sales opportunities and aggressively expand the business.

By asking better questions, identifying and overcoming objections, understanding the needs of the client and presenting the most appropriate solution, sales people can learn to become sales professionals.

- [Retail Sales Training](#)

Retail has long been one of the most competitive sales environments in Australia and the competition only continues to increase from online shopping providers. This evolution means it is vital for all retailers to have their retail sales staff professionally trained, so everyone is on the same page with regards to product knowledge, identifying upselling/cross-selling opportunities and providing the highest quality customer service.

By providing your retail sales staff with these crucial skills, they will gain the confidence to professionally manage, control and close more retail sales, as well as contributing to the overall customer experience which can give your organisation a true competitive edge in this fast moving, global economy.

- [Emotional Intelligence \(EQ\) Training](#)

***Healthy Emotions + Clear Thinking + Appropriate Action = High EQ***

Emotional intelligence is a skill. And like any other skill, you can get better at it with training and practice. It allows you to read the personality style of individuals and adjust your communications accordingly without being controlled by your underlying emotions.

This one day training course is useful for anyone who leads or works with other people, no matter what size the organisation. This course will focus on the five core competencies of emotional intelligence: self-management, self-awareness, self-regulation, self-motivation and empathy, and it also includes a review of your interpersonal skills.

You will learn to develop and implement these competencies to enhance your relationships in work and life by increasing your understanding of social and emotional behaviours, and learning how to adapt and manage your responses to particular situations. The PD Training Emotional Intelligence Course teaches you how to build stronger relationships, how to empathise with others, how to manage your stress levels, how to overcome challenging situations, how to diffuse personal conflicts and much more.

- [Body Language Training](#)

The ability to interpret body language is a skill that will enhance anyone's career. Body language is a powerful, subconscious form of communication, and just like any other form of communication, it can be improved with practice. Whether in sales or management, it is essential to understand the body language of others and to know exactly what your own body is communicating.

This intriguing professional development training course will teach you the secrets of how to identify what people are really thinking and feeling as expressed by their body posturing, hand gestures and facial expressions. There are also cultural differences to take into consideration as some cultures have very vivid and wild gesturing while others are very somber and reserve. There are also gender-related body language patterns that require consideration too.

- [Advanced Facilitation Skills Training](#)

Skill development in group facilitation is essential for performing expertly in various scenarios. During this deep dive training course in advanced facilitation skills, participants learn to distinguish facilitation from instruction and training, establish ground rules, develop individual facilitation techniques, give effective feedback, understand the stages of team development and much more.

This dynamic, 2-day training course is the fastest way to develop advanced skills in effective group facilitation, so that your organisational goals can be reached on time, every time.

- [Consultative Sales Training](#)

This course looks at consultative selling through the lens of the changes that are shaping how businesses are engaging in B2B sales in a tech-driven and information-rich world. There is definitely a place for consultative sales – what has changed though is how salespeople should approach their craft to ensure that they continue to differentiate themselves from the pack. The key difference the course will explore is insight selling – an extension of the traditional consultative sales model. We have assumed that those people attending this course are no strangers to sales – we will revisit the sales process, and we will do this from the perspective of insight selling.

## Coaching Activities (recommended in the REACH Coaches Companion)

- Identifying and overcoming a weakness
- Matching and mirroring
- Resolving internal conflict

## Contact Information

For more information regarding the REACH suite of products and services available to help you develop and coach high performers, please contact your REACH Partner:



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## Important Note

The information contained herein describes certain behavioral preferences and tendencies derived from the participant's self-reporting. While such patterns of behavior tend to be consistent over time, these can change based on circumstances beyond the scope of what has been measured by this survey. Therefore, this information does not represent a comprehensive measure of psychological traits, nor does it claim to represent a prediction of future behavior. No part of this information is intended to convey a psychological, medical, or psychiatric evaluation, and in no way is this information intended to convey an evaluation of employability. This information is intended to provide insight that is useful in coaching, team-building, and other aspects of professional development and training. No employment decision should be made based, in whole or in part, on the results contained herein, and no indication of suitability for employment should be inferred or implied based on the REACH Profile.