



stellar
leadership group

Better leaders delivering better outcomes

Mastering Delivery

Handbook for Successful
Workshops & Meetings

Cohort #1 2025
12 February 2025

Mastering Delivery

A PRACTICAL GUIDE

Welcome to your **Mastering Delivery Handbook**! This guide is your companion to our Mastering Delivery training program, packed with practical strategies, simple yet powerful theories, and proven techniques to help you plan, structure, and lead successful presentations. Think of it as your toolkit for refining your delivery, deepening your understanding, and enhancing your effectiveness as a presenter.

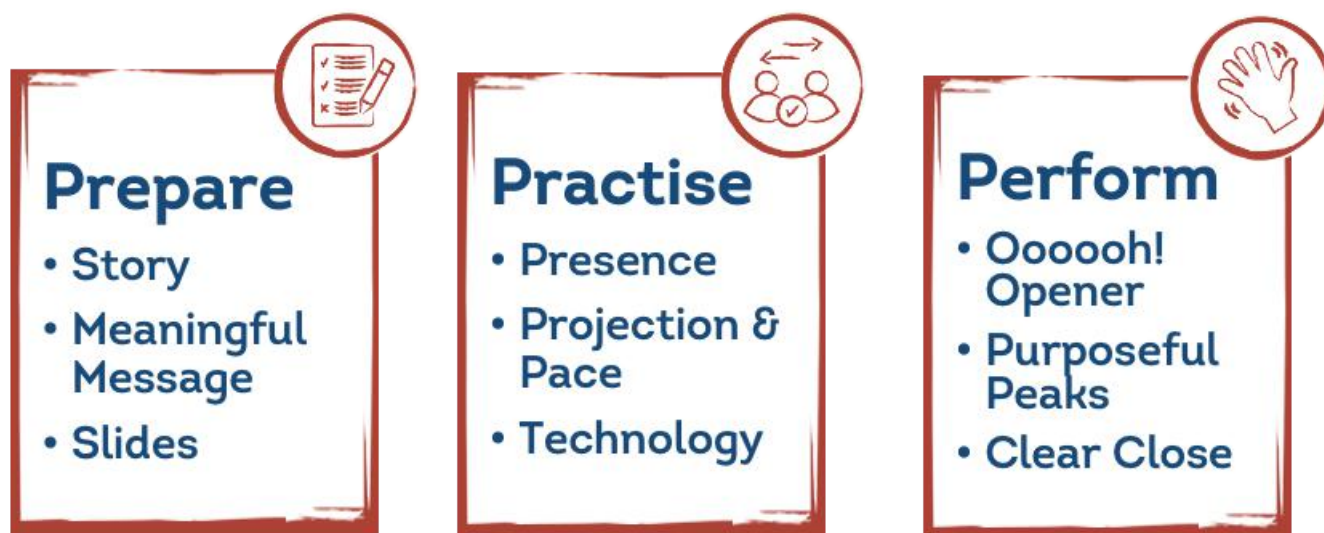


Whether you're a seasoned speaker or new to presenting, this handbook is designed to support your journey in creating impactful, engaging, and confident delivery.

Presentation isn't just about leading a meeting - it's about **engaging your audience, sharing valuable insights, and leaving them with a memorable and impactful message.**

Let's get started on this exciting path to mastering delivery!

We will guide you through a **three-part approach** to achieving a standout presentation:



“It usually takes me more than three weeks to prepare a good impromptu speech.”

Mark Twain

PREPARE, PRACTISE, PERFORM: THE KEY STAGES

Crafting an impactful presentation is an art that requires careful attention at every stage. It's not just about what you say, but how you say it, how you prepare, and how you engage your audience. To deliver a presentation that resonates, you need to break it down into three key phases: **Prepare, Practise, and Perform.**

In the **Prepare** phase, the foundation of your presentation is laid. This is where you define your core message, determine your audience's needs, and structure your content for maximum clarity and impact. It's not just about gathering information - it's about crafting a **meaningful message** that aligns with your purpose.

The **Practise** phase is where the magic of delivery comes together. You'll own your space and step into your presence; ensure your projection and pacing match your message, and rehearse, using the right technology to deliver well. Practise isn't just about repeating your words - it's about honing how you will show up during the presentation so you can be confident and authentic in front of your audience.

And finally, in the **Perform** phase, you'll bring everything you've prepared and practised to life. This is where you command the stage, delivering with energy and focus. A captivating opener, purposeful peaks, and a clear, powerful close will leave your audience engaged and inspired.

Now let's dive into each phase and explore how to master the art of preparation, practise, and performance for maximum impact!

“ There are always three speeches for every one you actually gave.
The one you practised, the one you gave and
the one wish you gave. ”

Dale Carnegie

PRESENTATION PURPOSE - YOUR 'WHY' MATTERS

As you prepare to present, it's important to reflect on why you're presenting in the first place. Understanding your purpose helps guide your message and keeps you focused on your goals. Remember, knowing your 'why' creates a clearer direction for your presentation and ensures you connect with your audience in a meaningful way.

Audience attention

You have just **three seconds** to grab your audience's attention. The opening of your presentation is your chance to make a strong first impression.

Whether through a compelling statement, a thought-provoking question, or a striking visual, those first few moments are crucial to drawing your audience in. Make them count by delivering something memorable right away.



Storytelling



People are **22 times more likely** to remember facts when they're presented in a story. A well-crafted story captures your attention and helps your message stick.

Whether it's a personal anecdote, a relevant case study, or a narrative that ties into your main points, storytelling adds depth and engagement, making your presentation more impactful and memorable.

Visual aids

Presentations with **visual aids** are **43% more persuasive** than those without. Visuals enhance your message by simplifying complex information and maintaining audience engagement. From simple graphics and charts to videos, sounds and images, effective visuals don't just decorate - they support your narrative, making your points clearer and more persuasive.



PRESENTING VS. FACILITATING?

Understanding the difference between presenting and facilitating helps you choose the right approach to meet your audience's needs. While both involve speaking to a group, they serve distinct purposes.

PRESENTING:

Presenting is about **delivering information** in a structured and engaging way. It involves standing in front of an audience to explain, demonstrate, or share insights.

FACILITATING:

Facilitation is about **guiding discussions and collaboration** to help a group achieve shared outcomes. Instead of delivering information, a facilitator creates space for others to do their work.

Presenting

- **Focus;** Direct communication to inform, educate, or persuade.
- **Goal;** Clearly convey knowledge or a message.
- **Role;** The presenter is the authority, structuring content for clarity.
- **Structure;** Well-organised with a clear beginning, middle, and end; visuals enhance understanding.
- **Audience engagement;** Captures attention through eye contact, storytelling, and interactive elements.
- **Examples;** Conference talks, lectures, and team updates.

Facilitating

Facilitating is about **guiding discussions and group collaboration** to help participants achieve shared goals. Rather than delivering information, a facilitator encourages input, fosters dialogue, and supports decision-making.

While both skills are valuable, **this booklet is designed to help you master presenting, so you can deliver clear, confident, and compelling presentations.**

PREPARE

Presentations offer the unique opportunity to inform, inspire, and influence your audience, and effective preparation is the key to ensuring that your message has the greatest impact. When you're well-prepared, you walk into the room with confidence, your message is crystal clear, and your delivery leaves a lasting impression.



To set the foundation for success, make sure your content is not only clear but also engaging and meaningful. Here are three key areas to focus on:

- **Story;** Craft a compelling narrative that connects both emotionally and intellectually with your audience. A story with structure will guide your audience through your message and make it memorable.
- **Slides;** Design visuals that enhance your message without overwhelming your audience. Keep it simple, and let the visuals support—not overshadow—the point you're making.
- **Meaningful message;** Define the core takeaway of your presentation. Align all elements with that core message to ensure clarity and focus throughout.

“ Speak clearly, if you speak at all.
Carve every word before you let it fall. ”

Oliver Wendell Holmes

Oliver Wendell Holmes, a renowned poet, emphasised the need for precision and clarity in communication. His quote highlights the value of thoughtful expression and purposeful speech, which can capture attention and inspire action. To convey meaning effectively, avoid ambiguity, filler words, and jargon.

PREPARE - STORY

Stories matter because they:-



BUILD CONNECTION



INSPIRE ACTION



CREATE MEMORIES.

They have the power to captivate, influence, and help your audience relate to your message on a deeper level. A well-told story resonates emotionally, makes your message stick, and leaves a lasting impression.

**A WELL-TOLD STORY CREATES A DEEPER CONNECTION AND
ENHANCES UNDERSTANDING.**

FIVE ELEMENTS OF A GREAT STORY

- **Relatable characters;** Whether hero or villain, your story should feature characters your audience can identify with. Highlight flaws, desires, struggles, and growth, making the characters' journeys relatable and meaningful.
- **Compelling conflict;** Every great story has tension. Introduce obstacles that create uncertainty - "will they or won't they?" moments that drive the narrative forward. The conflict keeps the audience engaged and invested in the outcome.
- **Strong beginning;** Hook your audience right from the start. Whether through emotion, curiosity, or a provocative question, set the stage for the journey ahead and grab their attention.
- **Clear narrative arc;** Structure your story with a clear beginning, middle, and end. Guide your audience through the story with smooth transitions and reminders of where you are in the narrative to keep them engaged and grounded.
- **Powerful ending;** Leave a lasting impact. End with a takeaway, a call to action, or an emotional response that resonates with your audience. Tie up loose ends or leave a twist that keeps them thinking long after the presentation ends.

PREPARE - MEANINGFUL MESSAGE

When crafting your presentation, focus on one thing - the key message that you want to leave with your audience. A focused message ensures that your audience doesn't get overwhelmed or distracted. By simplifying your core idea, you create a memorable and impactful experience.



MESSAGE YOU NEED TO GIVE

Think about the essential information or insight you want to convey. This is the foundation of your presentation; the main idea that drives everything else. Consider this: If there's only one thing your audience remembers, what should it be? Make sure all other content aligns with this central message.

ONE THING PEOPLE NEED TO KNOW

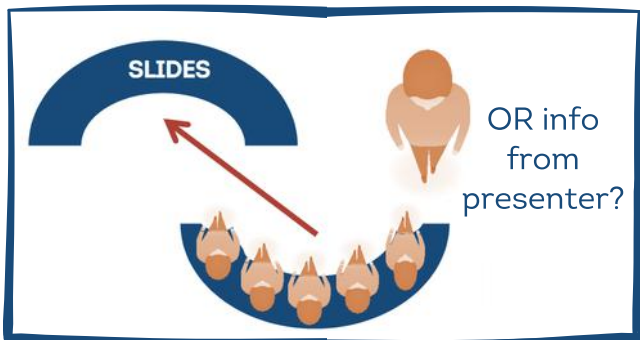
Identify the most important takeaway for your audience. What's the one key point or fact that will resonate with them and help them connect to your purpose? Whether it's a new perspective, a solution to a problem, or a call to action, this should be something actionable and easy to grasp.

ONE LINE, BETTER STILL, ONE WORD

Challenge yourself to distill your message down to a single sentence or even just one word. This forces you to remove anything unnecessary and clarify what's most important. This one line or word will act as the anchor for your presentation, guiding every part of your delivery. If you can express your core message succinctly, your audience will easily latch onto it.

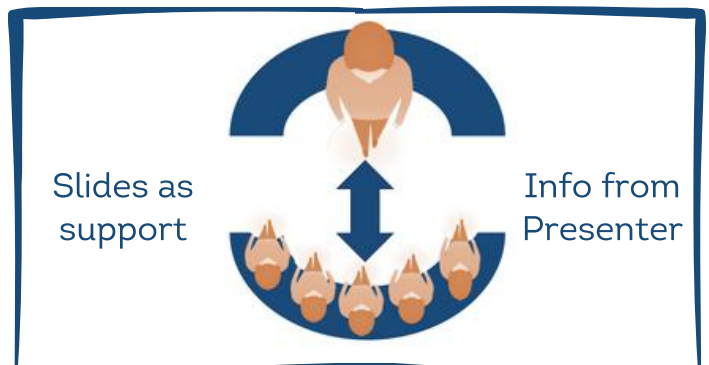
PREPARE - SLIDES

The focus of your presentation should always be on you, the presenter. While slides are a valuable tool, they are meant to support, not replace, your message. Your primary role is to engage with your audience, guiding them through your key points, insights, and the story you are telling.



In the first example, the slides, often packed with key information or data, can cause the audience to focus more on reading the slides than on the presenter. While this may be appropriate in certain contexts, it can lead to a passive audience. When the slides are overloaded, or off to the side, they can take the spotlight away from you as the expert guiding the discussion.

In the second example, the focus is on the presenter. The slides act as a helpful supplement, illustrating and reinforcing your key points, but you are the one leading the conversation. This approach creates a dynamic presentation environment where you can engage with the audience, read their reactions, and adjust your delivery in real time. The goal is to keep your audience connected with you, the presenter while using slides to clarify or emphasise your message.



Ref: Diane Wilkinson, Connecting to Excellence

When you present, position yourself so the audience can comfortably view the slides without distraction, while still keeping the focus on you as the main source of information. The slides should enhance your message - not become the message itself.

Remember, you are the storyteller and the guide. The slides are there to support your narrative, not to compete with you for the audience's attention.

SIGNPOSTING

Signposting in presentations involves using visual cues, phrases, and guiding words to direct your audience through your content. Think of signposting as providing a roadmap for your audience – it guides them smoothly from point to point, enhancing the clarity and impact of your message.

Effective signposting strengthens your presentation in several ways:

- **Clarity;** By highlighting the structure of your presentation and signaling transitions, signposting makes your content easier to follow and understand.
- **Retention;** Clear signposts reduce cognitive load, helping your audience focus on key messages and retain information more effectively.
- **Engagement;** Signposts create anticipation and engagement by giving hints about what's coming next, encouraging active listening and participation.
- **Navigation;** For longer presentations, signposts help the audience gauge their journey through the content, easing restlessness and keeping them grounded.
- **Highlighting key points;** Signposting emphasises crucial ideas, making sure essential takeaways are easily identifiable and memorable.
- **Smooth transitions;** Signposting ensures that shifts between topics are seamless and easy to follow, contributing to a well-organised and professional delivery.

The slides for the course had a few examples. One of which might be that if you have three sections to the presentation, you use the section titles on slides in between each section, covering the parts to come, or the parts you have already covered with blanking shapes.

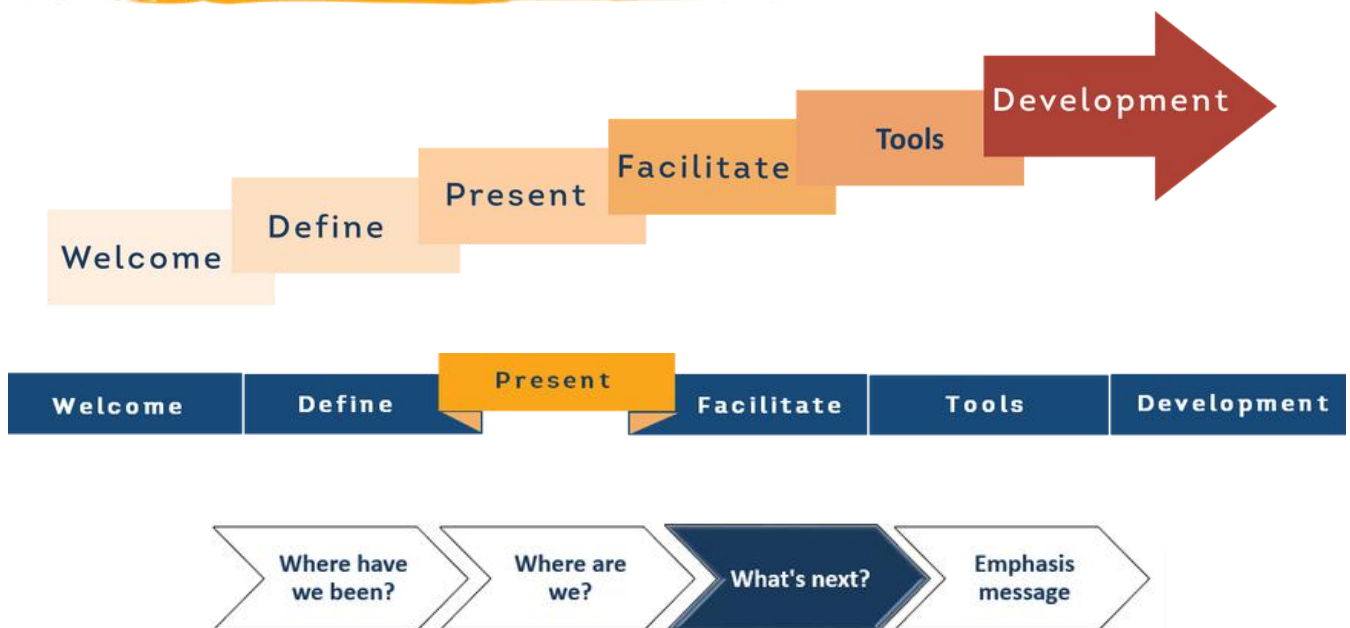


SIGNPOSTING TECHNIQUES

Signposting helps guide your audience and strengthens your presentation's impact. Here are some essential signposting techniques with examples:

- **Previewing;** At the start of your presentation, outline the key points. For example, you might say, *"Today, we'll cover three main areas: effective communication, audience engagement, and impactful storytelling."*
- **Transitioning;** Use phrases to signal topic shifts, like, *"Now that we've discussed communication, let's move on to audience engagement,"* or *"Next, let's take a look at..."*
- **Summarising;** At the end of each section, briefly recap key points. You could say, *"To summarise, engaging your audience requires clear communication, active listening, and interactive techniques."*

SIGNPOSTING EXAMPLES



Signposting creates a structured, engaging, and audience-friendly experience, helping your audience connect with your message at every step.

PRACTISE

Practising being a presenter, or the art of being a presenter is all about bringing your message to life and ensuring it resonates with your audience. It's not just about knowing your content, but how you present it - how you engage, control the flow, and manage any technical elements.



By refining your presence, adjusting your pacing, and mastering the technology, you can create a smooth, confident delivery that strengthens your message.

To make your presentation truly impactful, focus on these three key areas:

- **Presence;** Own the room with confidence and clarity. Your presence is how you connect with your audience, making them feel engaged and valued.
- **Projection & Pace;** Deliver your message with clear, controlled voice projection, while pacing your delivery to keep the audience engaged without overwhelming them.
- **Technology;** Ensure your technical tools are aligned with your message. Smooth technology use enhances your message, ensuring a seamless and professional presentation experience.

“ In the stillness of your presence, you can feel your own formless and timeless reality as the unmanifested life that animates your physical form. You can then feel the same life deep within every other human and every other creature.

You look beyond the veil of form and separation.

This is the realisation of oneness. This is love.”

Eckhart Tolle

PRACTISE - PRESENCE

WHAT IS PRESENCE? WHO HAS A PRESENCE?

Presence in a presentation is the ability to command attention and connect with your audience through confidence, authenticity, and energy. It's how you carry yourself, the way you engage with your listeners, and the message you project. A presenter with presence draws the audience in, creating a memorable and impactful experience.



Here are the key components of presence:

- **Confidence and poise;** Stand tall, move with purpose, and maintain composure. Confidence exudes authority and helps the audience trust your message.
- **Engaging eye contact;** Eye contact fosters trust and connection. It shows you're fully engaged with your audience and helps build rapport.
- **Positive body language;** Use open posture and purposeful gestures to amplify your message. Stay approachable, and avoid crossing your arms, folding in on yourself, or appearing stiff.
- **Clear and impactful voice;** Speak with clarity, control your pace, and vary your tone. A strong, dynamic voice keeps the audience engaged and emphasises key points.
- **Authenticity;** Be genuine and show passion for your topic. Authenticity builds trust and ensures your message resonates with your audience.

PRACTISE - PROJECTION & PACE

Projection is the ability to speak loudly enough for everyone in your audience to hear you, without shouting. It's about speaking with clarity and control so your message is delivered effectively.

Proper projection comes from using your diaphragm to breathe deeply and speak with power, ensuring your voice reaches all listeners, regardless of the room size.

Pace refers to how fast or slow you speak. Speaking too quickly can make it hard for your audience to keep up while speaking too slowly can make your message feel drawn out.

The key is to find a rhythm that feels natural and allows your audience to absorb what you're saying. Varying your pace is also helpful—speeding up to emphasise excitement or urgency, and slowing down for important points to let them sink in.

Here are some tips for projection and pace:

- **Stand tall and breathe;** Good posture supports projection and clarity.
- **Use pauses;** Pauses emphasise key points and give your audience time to absorb.
- **Vary your tone;** Avoid monotony by changing your pitch to keep interest.
- **Adjust for room size;** Project louder in larger rooms, and softer in smaller ones.
- **Match pace to content;** Slow down for key points, speed up for excitement.
- **Watch your audience;** Adjust the pace if they seem lost or distracted.
- **Practise with a mic;** Ensure you project properly when using one.

Together, projection and pace help ensure your message is heard clearly and understood, keeping your audience engaged and focused. By adjusting both, you can maintain energy, highlight key points, and keep listeners interested throughout your presentation.



PRACTISE - TECHNOLOGY

Technology can enhance your presentation—but only if used effectively. A well-prepared presenter anticipates potential issues and ensures that technology supports, rather than distracts from, their message.

- **Test everything;** Check slides, audio, video, and internet connections before starting. Run a full test in the actual presentation space if possible.
- **Have a backup;** Save files in multiple formats (USB, cloud storage, email) and bring a spare device if needed. If using online elements, prepare an offline version just in case.
- **Keep it simple;** Use technology to enhance, not overwhelm. Avoid cluttered slides, excessive animations, or complex tools that may cause confusion.
- **Know your setup;** Familiarise yourself with microphones, clickers, and any other tech you'll use. If presenting remotely, understand your virtual platform's features.
- **Stay flexible;** Even with preparation, things can go wrong. Be ready to adapt quickly, whether it's adjusting to a tech failure or switching to an alternative delivery method.

More details on format, tools, and support will follow in the next section.

MICROSOFT TEAMS MEETING ONLINE

WHAT IS MICROSOFT TEAMS

Microsoft Teams is one platform, favoured by many organisations. It is a workspace for real-time collaboration and communication, meetings, file and app sharing, and even the occasional emoji! All in one place, all in the open, all accessible to everyone.

- [click here for Microsoft Teams Meetings Quick Start Guide](#)

WHAT IS MEETINGS IN TEAMS

Meetings in Teams include audio, video, and screen sharing. They're one of the key ways to collaborate in Teams. And you don't need to be a member of an organisation (or even have a Teams account!) to join a Teams meeting – just look in the invitation for instructions about calling in.

WHAT FORMAT? MEETING TYPES

Understanding the different types of meeting formats is essential for maximising productivity and engagement in today's flexible work environments.

1 - All online

What it is; Participants join remotely via an online platform or phone. Hosts are also remote, with no physical gathering.

Challenges and opportunities; Setting clear behavioural norms (e.g. keeping cameras and microphones on, avoiding multitasking) is essential for success. Maintaining attention, engagement, and meaningful interaction can be more challenging, but this format encourages creative use of technology to enhance the experience.



2 - Hybrid

What it is; Combines in-person and remote participation, with some attendees in the room and others joining online or by phone. The balance between in-person and remote participants may vary.

Challenges and opportunities; Creating an equitable experience for remote participants is vital. Effective use of technology, along with thoughtful planning and facilitation strategies, can bridge the gap and ensure everyone feels included and engaged.



3 - All face to face

What it is; All attendees are physically present in the same room at the same time.

Challenges and opportunities; Group size and venue logistics can be hurdles, but this format provides a unique opportunity for focused, face-to-face collaboration and deep engagement.



THE BUDDY SYSTEM

For seamless hybrid events, the implementation of the **Buddy System** can be transformative. It bridges the gap between in-room participants and remote attendees, ensuring everyone has a voice and presence in the activities. This approach not only fosters inclusivity but also enhances collaboration by enabling real-time interaction and feedback.



Make good use of the
"Buddy System"



**The "Buddy System" is where for every person online,
you provide them with a buddy in the room.**

To set up an effective **Buddy System**, start by selecting in-room participants who are comfortable with technology and can easily manage devices during sessions. Equip them with mobile devices that have stable internet connections and applications necessary for video calls. Clearly communicate the roles and responsibilities of each buddy, emphasising the importance of engagement and attentiveness to their remote partners.

Additionally, establish clear guidelines for when to mute microphones and switch between various meeting rooms to minimize technical disruptions. Regularly check in with both in-room and remote participants to ensure that the system is functioning smoothly and everyone feels included.

By preparing adequately and embracing the **Buddy System**, hybrid events can become more dynamic and interactive, breaking down physical barriers and fostering a truly collaborative environment.

- Work out who needs to be buddied arrange briefings for buddies and buddies and exchange contacts.
- Get both to join early and have a go, and get to have had a go before the session too, if possible.
- Draw yourself a map, with the tech, the people, and the places on and how many links you will need.

MAKE SURE YOU THINK ABOUT...

Delivering effective workshops or meetings, whatever format you are operating in, requires careful attention to several key factors that influence participant experience and outcomes. From creating a safe space to managing engagement and timing, each element plays a vital role in the session's success.

Psychological safety

In a workshop context, this means fostering an environment where participants feel safe raising difficult issues, sharing ideas, and engaging in discussions without fear of reproach, ridicule, or resentment.

Engagement and involvement

Both the level of attention and energy participants bring to the workshop, and how actively they participate in exercises and discussions and take ownership of delivering agreed outcomes.

Timing

Effective time management is essential to ensure all content is addressed while maintaining participant focus. Build sufficient breaks to sustain energy and balance talking with varied activities to keep participants active and engaged.

Facilitators

Two facilitators is highly recommended, especially for online workshops. This allows one to focus on delivering content and managing technology, while the other monitors the chat, observes attendees' facial expressions, and adjusts the session flow as needed. Two voices in the "room" also create a dynamic and engaging experience.

Producers / Technical hosts

Their responsibilities include managing platform logistics—such as sending invitations, admitting participants, assigning breakout rooms, running polls, and troubleshooting technical issues. Their support ensures the workshop runs smoothly and keeps participants focused on the content.

PERFORM

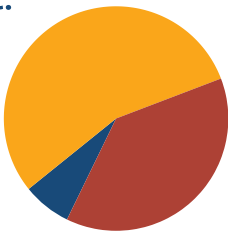
Delivering a powerful presentation isn't just about what you say - it's about how you say it. The way you structure and present your key moments will determine how well your audience stays engaged and remembers your message.



The Communication Rule: **Words**, **Movement**, and **Sound**.

Movement:
55%

Words: 7%



Sound: 38%

- **Words** account for only 7% of the impact. Keep them concise and meaningful.
- **Movement** (body language) accounts for 55%. Use purposeful gestures and maintain an open, engaging posture.
- **Sound** (tone, volume, and pacing) contributes 38%. Vary your voice to emphasise key points and maintain interest.

To maximise your performance and maintain attention, focus on these three key areas:

- **Oooh Opener;** Capture attention from the first moment. Whether it's a compelling story, a thought-provoking question, or a surprising fact, a strong opening sets the tone and draws your audience in.
- **Purposeful Peaks;** Highlight key moments with intention. Vary your tone, emphasise important points, and use strategic pauses to maintain engagement and reinforce your message.
- **Clear Close;** End with impact. Summarise your main takeaway, provide a call to action, or leave the audience with a lasting thought that reinforces your purpose.

When you structure your performance effectively, your audience will not only listen - they'll remember.

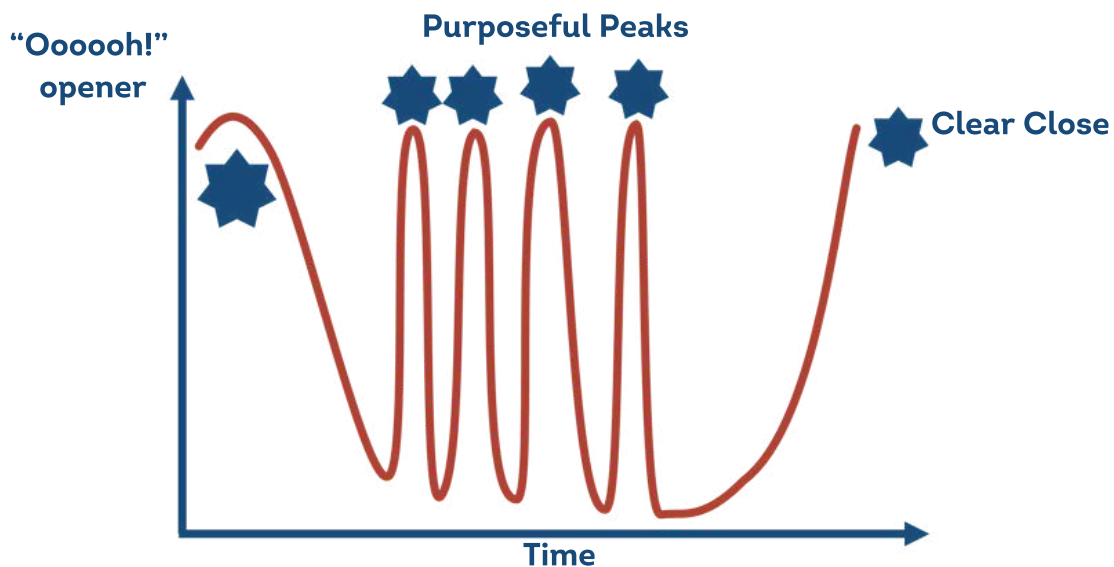


I think it's healthy for a person to be nervous. It means you care - that you work hard and want to give a great performance. You just have to channel that nervous energy into the show.



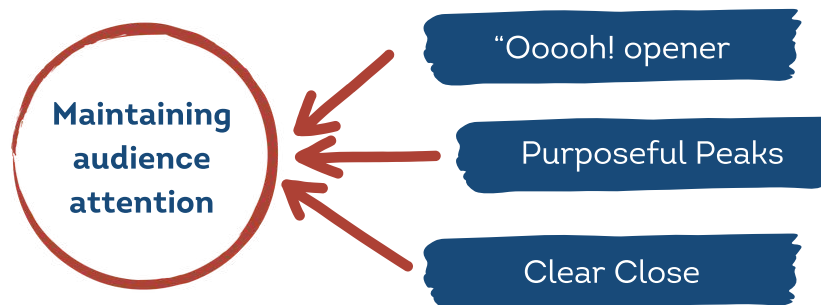
Beyonce Knowles

MAINTAINING ATTENTION



The graph above illustrates the various components that contribute to performance.

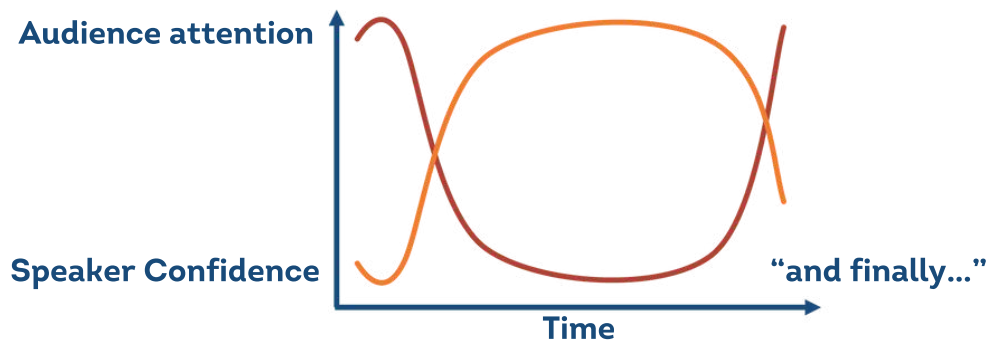
By addressing all three aspects, you will inspire your audience to take action, engage in discussions, and share your message, thereby amplifying the impact of your ideas beyond the walls of the room.



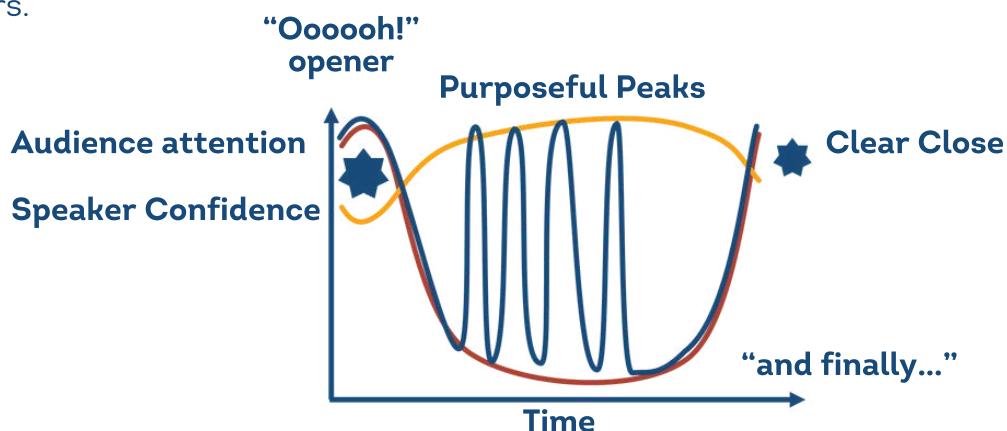
Keep in mind that a successful presentation goes beyond merely delivering information; it is about crafting an unforgettable experience that resonates with your audience. Therefore, harness the power of words, movement, and sound to elevate your presentation into a captivating narrative that motivates and captivates your listeners.

PERFORM – OOOOH! OPENING

The graph below illustrates the relationship between audience attention and speaker confidence in a typical presentation.



Your opening sets the stage for everything that follows. A strong start grabs attention, builds anticipation, and boosts your confidence. Without it, audience attention wanes and dips quickly while speaker nerves linger. By structuring your presentation with an engaging opening, purposeful peaks, and a clear close, you keep energy high—both yours and theirs.



How to create an "Oooooh!" Opening:

- **Surprise them;** Start with a bold statement, unexpected fact, or powerful quote.
- **Ask a question;** Make them think, reflect, or challenge their assumptions.
- **Tell a story;** A short, relatable anecdote creates an instant connection.
- **Use visuals or props;** A striking image or object can spark curiosity.

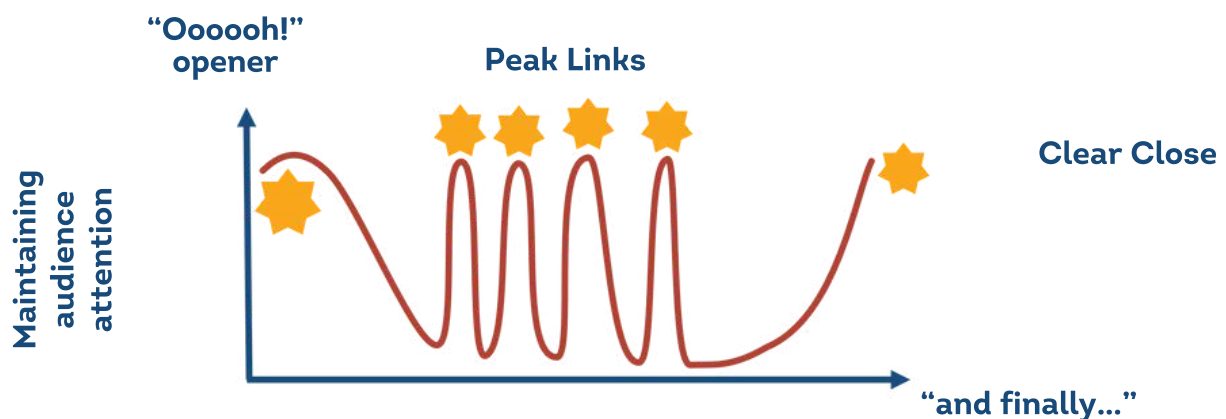
A great opening isn't just about grabbing attention, it sets the tone for a confident, compelling performance.

PERFORM – PURPOSEFUL PEAKS

A great presentation isn't flat – it has rhythm, energy, and key moments that stand out. Purposeful peaks help you keep engagement high and ensure your message resonates. These peaks act as signposts, guiding your audience through the most important takeaways.

Three Ways to Create Purposeful Peaks:

- **The Key Issues Are...** – Clearly define the main points your audience needs to understand. Keep it concise and impactful.
- **The One Ask of You All...** – What action do you want them to take? Make it direct and memorable.
- **Yes, This Is Hard... AND...** – Acknowledge challenges, then inspire with possibilities and solutions.



Key components for effective presentation include:

- **Tone and Voice;** Use a confident tone, vary pitch and pace to emphasize key points, and keep the delivery lively.
- **Body Language;** Maintain positive body language by making eye contact, using purposeful gestures, and adopting an open stance to project confidence.
- **Engagement;** Interact with the audience through questions, relevant anecdotes, or humor to create an engaging experience.

When your peaks are intentional, your message is not just heard – it sticks.

PERFORM – CLEAR CLOSE

In any presentation, delivering a clear and concise conclusion is one of the most crucial elements. The way you close your presentation not only sums up the key messages but also ensures that your audience walks away with a clear understanding of your main points. A strong close reinforces the central message, leaving a lasting impact.

As you conclude, it's important to revisit the main themes succinctly, tying everything together without overwhelming your audience with additional information.

A focused close should be purposeful, ensuring that what you've said resonates and sticks with your listeners. It's also essential to consider the use of visual aids - slides, charts, or images - that should complement and strengthen your message. When used effectively, these visuals enhance your delivery rather than distract from it.

And finally....

Summary/contact slides
NOT a thank you slide

Call to action... what you
need to do now is.....

Summarise power of 3,
3 things to take away today

Make it personal
Obama me, us , we

Avoid Q&A at tend build into
your presentation

Remember, a clear close respects your audience's time, ensuring they leave with a clear takeaway and a sense of closure.

When done well, this will ensure your message is remembered long after you've finished speaking.

Our Specialisms

COACHING TEAMS

Using the STELLAR MODEL® to diagnose the health and maturity of your team. From that baseline, you'll test new ways of working, tools, and techniques you can implement straight away to improve your processes and relationships. Our aim is for you to notice, name, and act on our interventions to improve. We run workshops, away days, retreats, supporting strategic thinking and accountable implementation underpinned by productive team relationships.



You kept us accountable, helped us to connect and gave us a pathway forward and a way to navigate. It was the first time the team actually stopped and listened to each other.

COACHING LEADERS

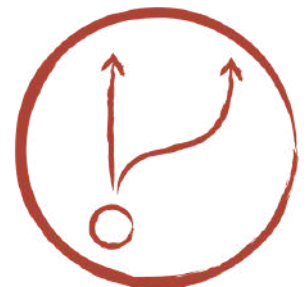
Coaching individual leaders face to face, over the phone, or on any virtual platform. We have several highly qualified and experienced coaches and coach supervisors, and we also use our experience to mentor leaders through change and turbulence.



I really enjoyed the sessions and went home exhausted and challenged after each one. It's been very thought provoking and has created some space for me to reflect on what is important to me, what I'm aligned to and where I'm really looking to be.

DELIVERING OUTCOMES

We support boards and senior teams to plan for the future, enabling accountable delivery of strategic goals. We run strategic planning workshops, and support organisations to design and implement delivery goals by enabling delegation, expectation setting, and accountability across the organisation.



"When renewing our 5-year plan, Stellar Leadership Group were critical in not limiting our thinking to historical practice."

DEVELOPING LEADERS

We run a range of leadership programs and stand-alone master classes in leadership topics for all levels in organisations. We have a specific program of events for female leaders under our FLAG program (Female Leadership & Growth).

Huge thanks to you for helping us mature as an organisation with a designed leadership development program, it has been an excellent development initiative and we will see the benefits in the future.



RESOLVING CONFLICT

We have lots of experience in helping co-workers resolve conflict. Whether it is interpersonal, professional or issues-based problems, our simple and effective method, based on well-evidenced and researched theories has a very high sustainable success rate.

"The team come in and help you talk, and really listen to each other, then find ways to communicate well as professionals."



Why work with us?

We are a bit different. We help you see the problems and the solutions AND we get stuff done and make sure it works before we leave. We understand that you know what needs to be done, we help you get it done, and share our skills.

We want you to be able to sustain what we put in place, and we put effort into transfer skills as we work, making your investment sustainable for the future.

[Click HERE to find out more about our work and our future events and publications](#)



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