

LEAH *leah* METHER



**THE COMMUNICATION
& SOFT SKILLS SPECIALIST**

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People Drive Performance

The success of your organisation depends on your ability to get the best out of your people.

Communication is key. It underpins all relationships and is the foundation of good leadership, a high-performing team, and a thriving culture.

But communication is hard, particularly under pressure and the 'people bit' is often the most challenging part of your job.

Develop the soft skills of your people to get the hard results you crave.

Leah Methel is a communication and soft skills trainer obsessed with making the people part of leadership and work life easier.

She works with leaders and teams striving for success but struggling with the challenges of different personalities, reactions and behaviours.

Leah delivers a proven process for communication and self-management that improves culture and gets results.

If you want your people to:

- ➔ Manage themselves at times of stress
- ➔ Defuse conflict
- ➔ Communicate effectively
- ➔ Have difficult conversations
- ➔ Create an environment of trust and psychological safety
- ➔ Work well as a team...

Leah's practical and trade marked Five C's model will give them a framework for success.

The Five C's by Leah Methel®



Communication Creates Culture

	CULTURE	FOCUS	COMMUNICATION	RESULT
High Value ↑	Thriving	People	Clear, Curious & Kind	High Performing
	Striving	Tasks	Functional	Working

	Surviving	Preservation	Inconsistent	Floundering
↓ High Cost	Diving	Self	Defensive	Blaming

The culture and performance results of a team are driven by the focus and communication of its people.

Diving: In a diving culture, it's every man and woman for themselves.

Communication is defensive and often aggressive, and the result is finger pointing, denial, blame and justification.

There's a real 'gotcha' mentality, with a focus on being right and no personal responsibility.

People are scared to speak up because if they do, they will get shot down and this lack of psychological safety stifles new ideas and innovations.

This costs an organisation dearly as staff turnover, sick leave and HR complaints are high, whilst engagement and productivity are low.

Surviving: In a surviving culture, the focus is on preservation. People are just holding on and trying to stay afloat.

Communication is inconsistent - you never know what you're going to get. Emotions and behaviours fluctuate wildly, and difficult conversations are put in the 'too hard' basket and often avoided - which only makes problems grow.

The result is a team that's floundering and performance is suffering.

Striving: In a striving culture, things are looking up. People are focussed on the tasks they must do and doing them right. There's a pragmatic 'let's get the job done' approach.

Communication is functional and as needed. People have enough information to do their tasks well, feedback is given, and performance conversations are had.

Unfortunately, behavioural issues are often overlooked if someone is getting the results they need.

The result is a working team - often with a good manager, rather than a leader at the helm.

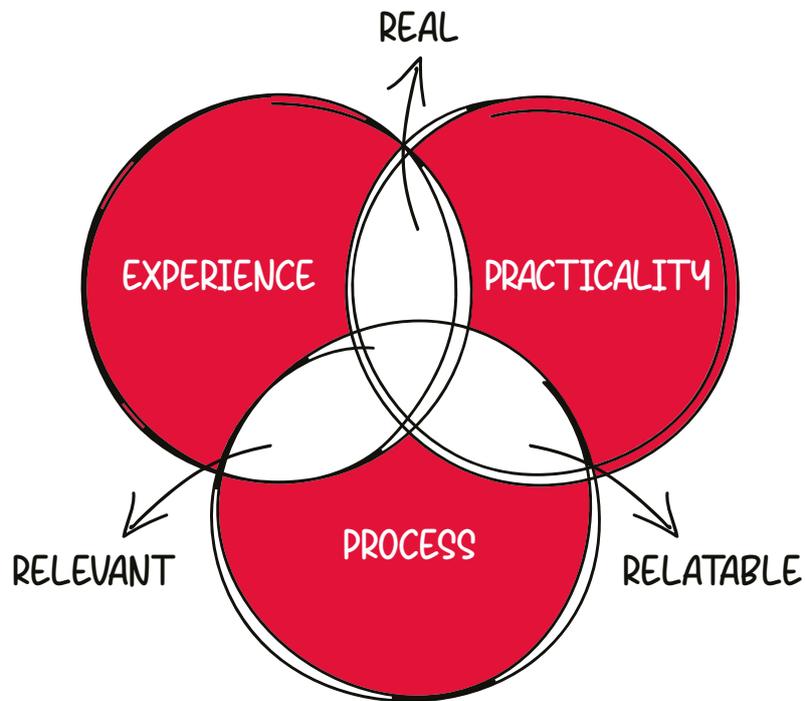
Thriving: In a thriving culture, driven by a true leader, the focus is on getting the best out of people by empowering, motivating and developing them.

There is an individual and collective desire for growth. Communication is clear, curious and kind. People take personal responsibility for their behaviour, robust conversations are had in a respectful way, new ideas are explored and discussed, feedback is open and honest, and the focus is on getting the best outcome rather than being right.

The result is a high performing team that delivers high value to an organisation.

Where does your team sit?: The good news is, no matter which level your team is at now, by improving the way people communicate, you'll improve your culture and results.

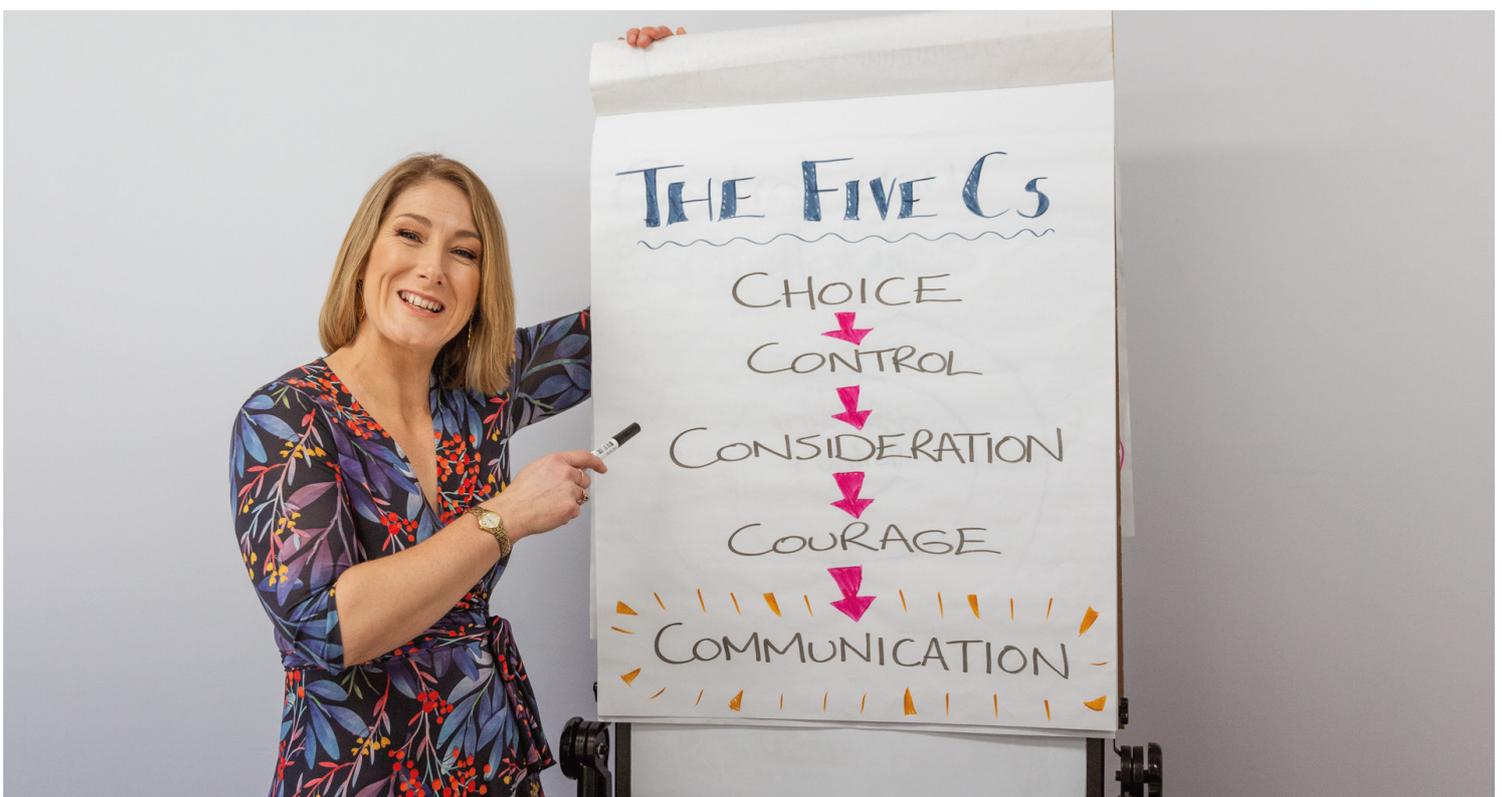
Identify where your team sits now. **Decide** where you want to be. And then **commit** to making that happen.



Leah is not like other trainers. She's not interested in teaching flash-in-the-pan tips that lead to minimal or no change. She's focussed on delivering tangible, immediate, and long-lasting results.

Leah brings **experience**, **practicality** and **process** to her clients, to deliver training that is **real** world, **relatable** to your people and **relevant** to your organisation.

- ➔ **Experience:** Fifteen years' experience working with thousands of people from a broad range of backgrounds, industries, professions and positions.
- ➔ **Practicality:** A practical, plain-speak approach that is actionable and connects.
- ➔ **Process:** A step-by-step process that underpins communication and lays the foundations for success.





ABOUT LEAH METHER

When the 'people bit' is the toughest part of your job, you need a communications specialist who makes it easier.

One who understands that soft skills get hard results, and it takes courage, not confidence to succeed.

With more than 15 years' experience working with thousands of clients, and an acclaimed book to her name, Leah knows what it takes to communicate under pressure. Like you, she knows the challenge of conflict, personality clashes, and difficult conversations.

Winging it in communication simply won't cut it and avoidance only makes problems grow. There is a structure that works, and it starts with you.

Leah is renowned for her practical, engaging, straight-shooting style. Utilising her trade marked Five C's model of communication, she helps leaders and teams shift from knowing to doing, and radically improve their effectiveness.

Her clients represent a diverse range of industries, government agencies, and businesses across Australia - including AGL, Optus, DELWP, and Gippsland Water.

SOFT IS THE NEW HARD

DID YOU KNOW...

- ➔ 72% of Australians feel communication consistency across teams is the number one factor for effectiveness. — **Team to Market Report by Cass Business School, 2020.**
- ➔ Poor leadership (60%) and insufficient communications (59%) sit at the top of the pile for Australian workers as barriers to team effectiveness. — **Team to Market Report by Cass Business School, 2020.**
- ➔ The ability to 'Inspire and Motivate Others', and 'Communicate Powerfully and Prolifically' were in the top five leadership skills as ranked by over 300,000 respondents in a dataset collated by **Harvard Business Review.**
- ➔ Companies that communicate effectively had a 47% higher return to shareholders over a five-year period. — **Watson Wyatt's Effective Communication 2009/2010 ROI Study Report.**
- ➔ 69% of managers said they're often uncomfortable communicating with employees, and 37% said they're uncomfortable giving direct feedback about an employees' performance in an Interact survey of 616 managers conducted by **Harris Poll in 2016.**
- ➔ 86% of employees and executives cite lack of collaboration or ineffective communication for workplace failures. — **Salesforce**
- ➔ 33% of employees said a lack of open, honest communication has the most negative impact on employee morale. — **Accountemps**
- ➔ The most valuable skill in the COVID-19 crisis was communication (52%) according to the **AIM 2020 COVID-19 Pulse Survey.**
- ➔ Soft skill intensive occupations will account for two thirds (63%) of all jobs in Australia by 2030. — **Soft Skills for Business Success report by Deloitte Access Economics.**

“ TESTIMONIALS

- ➔ "Effective Communication with Leah Methers is a 'must do' for all front-line leaders."
— **Kris Johnson, AGL**
- ➔ "Any company that wants to change its culture should put their people through Leah's course."
— **Anthony Faltum, Gippsland Water**
- ➔ "Amazing training! Completely opened my mind to how I can improve the way I interact and communicate."
— **Kerry Campbell, RTL Earthworks & Mining**
- ➔ "Inspiring, personable, researched, practical, and real. Great training and information I can use immediately." — **Maria Germano, Baringa School**
- ➔ "Leah has helped me develop the skills to effectively lead a team during rapid growth in the middle of a global pandemic. I cannot recommend Leah enough!"
— **Melissa Horne, Aussie Broadband**
- ➔ "Leah is so real and relatable in her delivery. Her approach is meaningful and can be used and applied to a range of contexts in both personal and professional settings."
— **Nadine Robertson, Latrobe City**
- ➔ "Leah's capacity to engage with and bring out the best in her audience is second to none."
— **Tony Smith, East Gippsland Water**

FREQUENTLY ASKED QUESTIONS

Why are people more likely to implement the trade marked Five C's approach to communication than other models?

The success of the Five C's lies in its simplicity. The step-by-step model lays the foundations that underpin effective communication and can be applied by anyone, in any role, in any industry.

Because it is sequential, the Five C's provides a clear path to self-improvement that is easy to follow and implement, ensuring significant and fast results for those who are willing to put it into practice.

Our people know how to communicate. Why is developing our skills further and learning how to communicate more effectively a smart business move?

Improving your communication is a process, not an end result. It doesn't matter whether you're the CEO or a new starter, an executive or first time leader - no one is a perfect communicator, everyone can improve.

Winging it might work in low pressure situations but when the pressure is on, the cracks or deficiencies in your communication are highlighted.

Poor communication is high cost for an organisation. It leads to poor performance and culture, behavioural issues, conflict, high staff turnover, HR complaints, and sick leave.

Regardless of your position, skill level, or industry, if you want to step up, get the best out of your team, and build a thriving workplace culture, you must continually develop your communication skills.

How quickly will we see a change and what results should we expect across the entire program?

It's not uncommon for individuals to experience significant 'light bulb' moments in my training that lead to immediate improvements to the way they communicate and behave.

For teams that complete the training together, the shared commitment to putting their newly developed skills into practice encourages widespread accountability and sets a baseline expectation that delivers results on a broader scale.

Those completing my extended program experience change that is even more profound, as the regular touchpoints allow participants to embed their learnings, discard destructive habits, and create new foundations.

Our people don't do 'fluffy'. How will your training engage those who have never done training like this before and are sceptical about the importance of soft skills like communication?

Good, I don't do fluffy either and my favourite people to work with are those who have never trained in the soft skills space before.

Why? Because my plain-speak approach and practical strategies resonate with them.

I make communication real life for real people. The biggest sceptics often turn into my biggest fans as they discover solutions to their relationship problems.

We've got some serious people problems in our organisation/team. How will your training break through and get results?

People problems and personality clashes are normal - it's how you work through them that sets organisations and teams apart.

In my training, I create an environment of trust and shared accountability. I help participants get curious not furious about their challenges and start with self-reflection and personal responsibility, rather than finger-pointing and blame. This inside-out approach powerfully switches the focus from others to self, and creates a platform for defusing conflict and communicating in a more productive, respectful and solution-focussed way.

What kind of guarantee can you give us to make our decision to work with you a no-brainer?

Easy! If for any reason you feel my training is not of the calibre you expect, contact me within 48 hours after the first session, and I will refund your money (less costs). I am absolutely committed to delivering exceptional service and accept nothing less.



Our budget is limited. How do we know investing in training with you will be money well spent?

Budget is an important consideration for all of us. My programs are proven and my training gets results. I have solutions at different price points, which allows you to choose how we commence working together and the initial level of change you would like to see.

It's also worth considering the impact poor communication is having on your organisation. Think about performance, productivity, behaviour, conflict, culture, staff turnover, HR complaints and stress leave.

I can almost guarantee the cost of not improving your people's soft skills is far greater than the investment of working with me.

What are soft skills and why is developing them key to personal, team and organisational success?

Soft skills are human skills that are hard to outsource and automate, which is why they have been identified by the likes of Deloitte, CommBank and Google as the skills of the future.

Think communication, emotional intelligence, mindset, leadership, collaboration, and adaptability, to name a few.

These transferrable interpersonal and self-management skills make someone good to work with, not just good at what they do - regardless of industry, title, or position.

But don't let the name 'soft skills' fool you; soft skills are not easy and they're not optional to success. They are crucial to ensuring a productive, healthy and high performing team and often more difficult to master than 'hard' job-specific technical skills.

Is it about being soft? A soft approach won't work in our organisation.

Hell no! Developing your soft skills is not about being 'soft', it's about getting the best out of yourself and the best out of others to make the people part of work life easier.

Soft skills get hard results: They allow you to communicate under pressure, have difficult conversations, better manage yourself, and increase your influence.

Can soft skills like communication really be taught?

Yes! Communication is a learned skill. It's not fixed or innate. Anyone can improve and develop their communication skills, no matter what their starting point. The two caveats are:

- ➔ IF they're willing to learn; and
- ➔ IF they're willing to do the work.

How can we ensure our people remember their learnings and continue to develop their communication and self-management skills after you've left?

Everyone who completes training with me receives a copy of my acclaimed book *Soft is the New Hard: How to Communicate Effectively Under Pressure*.

Described as a "masterclass in communication", this book is a go-to resource jam-packed with practical strategies, stories, and actionable tips to help participants embed the Five Cs model and develop their skills for months and years to come.



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