

CREATING PHYSICAL, EMOTIONAL & PSYCHOLOGICAL SAFETY

WORKSHOPS | TRAINING PROGRAMS | COACHING

LEADERSHIP INTENSIVE: LEADING HIGH - PERFORMING TEAMS

BUILD A HIGH TRUST, HIGH-PERFORMANCE CULTURE





FLAG ACADEMY

Psychological safety is the cornerstone of a thriving organisation...



It's the foundation of an environment where every employee feels secure enough to speak up, share ideas, and learn from mistakes without fear of judgment or retribution.

For decision-makers, this means investing in a culture that empowers your managers and leaders to drive innovation, collaboration, and accountability across the organisation.

ABOUT THE PROGRAM

In today's diverse workplaces, effectively managing differences and preventing conflicts is essential. With employees bringing varied backgrounds, beliefs, and identities, companies may encounter challenges ranging from perceptions of sexual harassment to actual incidents, and from perceived discrimination to overt bias based on race, religion, sexual orientation, and more.

If left unaddressed, these issues create toxic environments that incur costly long-term damage. Talent loss is expensive and recruiting replacements drains resources. Investing in a culture of trust and accountability isn't just a "culture boost" - it's a strategic move to retain top talent and protect your competitive edge.

This training is a transformative workshop designed to equip managers and leaders with practical, immediately applicable strategies to create environments where every employee feels secure, valued, and empowered to contribute. Rather than simply discussing policies, this training dives into the heart of what makes teams truly high-performing by fostering open dialogue, constructive feedback, and mutual respect.

Participants will learn to recognize and remove communication barriers, leveraging vulnerability as a strength while cultivating a culture of trust that enhances collaboration, innovation, and overall team performance. By the end of the program, leaders will have a toolkit of actionable techniques to drive engagement, reduce staff turnover, and ensure that every team member feels safe to speak up.

Addressing these challenges proactively fosters a respectful, inclusive and productive workplace. By implementing strong policies, promoting open dialogue and encouraging a culture of accountability, organisations can prevent costly conflicts, support diversity and create a healthier work environment for everyone.



Audience: Managers, team leaders and team members seeking to build a resilient and high-performing workplace culture.

Key Competencies

- ✔ Building Trust
- ✔ Active Listening
- ✔ Conflict Resolution
- ✔ Emotional Intelligence
- ✔ Team Engagement

PROGRAM OUTLINE

The Foundations of High-Performing Teams

Objective:

- Understand the concept of psychological safety and its critical role in a thriving workplace.
- Understand the impact of safe environments on employee engagement, innovation, and overall performance.

Outcomes:

- Participants gain a clear understanding of the science and principles of why psychological safety is key to creating high-trust, high-performing teams.
- Leaders will learn to recognise current cultural barriers and the subtle signs of disengagement or fear within their teams.
- Establish a baseline for open dialogue by exploring case studies and real-world examples.

Building Trust & Empowering Communication

Objective:

- Develop practical strategies to build trust within teams and encourage open, honest communication.
- Learn techniques for active listening and constructive feedback that empower employees to share ideas.

Outcomes:

- Leaders will be equipped with tools to initiate and sustain open dialogue, creating safe spaces for discussion.
- Participants will practice active listening skills and discover how to effectively model vulnerability as a leadership strength.
- Attendees will learn how to address the “fawn” response and other communication barriers that limit team engagement.

PROGRAM OUTLINE

Managing Conflict & Cultivating Constructive Disagreements

Objective:

- Explore methods to address and manage conflicts in a way that reinforces trust and encourages problem-solving.
- Understand how to transform challenging interactions into opportunities for growth and improved team dynamics.

Outcomes:

- Leaders will acquire techniques for de-escalating tension and facilitating productive, respectful conflict resolution.
- Participants will learn to distinguish between destructive and constructive disagreements, using them to fuel innovation.
- The session will include role-play and micro-coaching to build confidence in managing difficult conversations.

Sustaining a High-Performance Culture & Action Planning

Objective:

- Integrate the learnings from previous sessions into actionable leadership practices that embed trust, candour, and accountability.
- Develop personalised action plans for implementing and sustaining a high-trust, high-performance culture within their teams.

Outcomes:

- Leaders will refine their individual leadership styles to support openness and accountability long-term.
- Participants will design and commit to specific action plans tailored to their organisation's unique challenges and opportunities.
- The session will culminate in peer feedback and collaborative planning to ensure accountability and measurable change.

This structured approach ensures that by the end of the training, managers and leaders not only understand the principles behind building high-trust, high-performing teams, but also leave with practical strategies and a clear action plan to transform their workplace culture.

PRICING AND DELIVERY



How we work:

1. Discovery

Our initial phase involves identifying areas of concern through a comprehensive discovery call. This strategic approach enables us to customise the training based on your company's unique needs.

2. Delivery

Ultimately, we commence the programme with a strong emphasis on engagement and support. Our approach is designed to be highly engaging for active participation and knowledge retention, guaranteeing transfer rates to fulfil your expectations and predetermined objectives.

01 Delivery Details

This training and leadership coaching program can be delivered in person and virtually. We're happy to accommodate your requirements and have the following options available:

- 1.8-hour training delivered over 2 sessions
- 2.8-hour training delivered over 4 sessions.

02 Company Investment

- 1-4 pax: R5,500 p/p
- 5-15 pax: R4,500 p/p
- 16-30 pax: R3,900 p/p
- 31+ pax: R3,300 p/p

(pricing excludes travel)