



# O'Brien

LEARNING  
SOLUTIONS

## 'FLYING COLOURS'

**LEADERS IN AVIATION DEVELOPMENT PROGRAMME**



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# WHO WE ARE

O'Brien learning solutions, founded by Denise O'Brien in March 2016, is a leadership development business with a focus on helping individuals, teams and organisations to successfully navigate through periods of change, no matter how big or small.



We offer a broad range of services that support change, the achievement of strategic objectives, and the development / retention of current and future capability.

At O'Brien Learning Solutions we work with organisations of all types, from corporates to public sector bodies and large multinationals. We also work on a one-to-one basis with executives during our personalised one to one coaching sessions.

*Denise holds the following qualifications and accreditations:*



[www.obrienlearningsolutions.ie](http://www.obrienlearningsolutions.ie)

# OUR PHILOSOPHY

At O'Brien Learning solutions, we understand the impact that change has on the people within the organisation. Our aim is to provide businesses with the skills and knowledge needed to facilitate successful change.

We begin by 'looking within' – i.e., within the organisation, the structures, the people, the culture, the mindset, with the aim of assessing the change-readiness climate. We then work with those involved, to build bespoke change-management solutions together. These solutions will ultimately support the business strategy, promoting successful implementation of key performance indicators.

**CanyonCTS**

**Revenue**  
Cáin agus Custaim na hÉireann  
Irish Tax and Customs

An Roinn Tithíochta, Pleanála,  
Pobail agus Rialtais Áitiúil  
Department of Housing, Planning,  
Community and Local Government

**VISTRA**

**SOLAS**  
An tSeirbhís Oideachais Leanúnaigh agus Scileanna  
Further Education and Training Authority

**UL**  
**STUDENT LIFE**  
*Belong to the Pack*

**OMT GLOBAL**  
LEADERSHIP DEVELOPMENT

**Shannon Chamber**  
Advancing business together

**ARISE**

**Global Medics**

**PAUL**  
John Paul Construction

**MetLife**

# OUR 3-S CHANGE MANAGEMENT MODEL

Using our 3-S approach to change management, we then recommend a variety of learning solutions based around the need for change to be:

- Signposted
- Supported, and
- Safe\* for people to participate in

\**Safe* in this instance relates to psychological safety and specifically how it pertains to the engagement of employees at levels within an organisation.



# PROGRAMME OUTLINE

## 'FLYING COLOURS' 3 DAY DEVELOPMENT PROGRAMME

*Focused on the needs of the business, the programme will cover three key areas:*

Leading myself

Leading Others

Leading the organisation

Bespoke design: Current processes relating to one to ones, performance management, business challenges and desired output will be built into the design of the programme

One to One coaching: The attendees will undertake two coaching sessions with the programme facilitator (the line manager is invited to the 2nd session also)

Course metrics: A pre and post course self-assessment and the creation of a professional and personal development plan are included

Pre and post course learning tasters and takeaways:  
Designed to aid the transfer of learning.

# PROGRAMME DESIGN

## BESPOKE DESIGN

The recommended approach is to take what is already working and combine it with a leading edge approach to leadership development, using a set of tools, techniques and bespoke content.

### FLYING COLOURS PROGRAMME:

The **HOW** behaviours and competency framework

The **WHAT**  
Management Case studies

The **WHY**  
Vision Mission  
Values



**Bespoke Development Programme**

# PROGRAMME FORMAT

## CORE COMPONENTS

The programme will include 3 core modules:

Leading myself

Leading others

Leading the organisation

## PROGRAMME DELIVERY:

- This can be run as per the needs of the client, e.g. over three months, one module per month
- The programme will be supported on the job by one to one discussions with the overseeing leaders after the sessions
- Each participant will bring real life examples to discuss (E.g. current delegation / performance management challenges)
- We encourage a senior leader to launch programme on Day 1 and be present on Day 3 for presentation of certificates of completion
- Coaching sessions to be held between course attendee, and facilitator. The final coaching session to take place one month after completion of the programme with the line manager of each attendee.



# PROGRAMME CONTENT

## Module 1 'The Self Aware Leader' - Leading myself

### LEARNING OBJECTIVES:

- Understand self-awareness & emotional intelligence and how this applies to your day to day role.
- Learn how to develop a growth mindset and focus on ways to role model self-aware behaviours
- Investigate the key enablers and blockers to success in your role and how this links to personality style.
- Learn how to assess and appreciate diverse personality styles within your team
- How to prepare for the next steps for Day 2, and how to embed your learning so that you can set yourself up for success.

### PRE WORK:

- Insights psychometric tool
- Self-assessment form
- Pre attendance short virtual session with course facilitator

### POST WORK:

- Prepare 2 real life scenarios where delegation and feedback are necessary (worksheet)
- Sign up for 1:1 coaching via the coaching schedule

# PROGRAMME CONTENT

## Module 2 'Developing a high performing team' - Leading others

### LEARNING OBJECTIVES:

- Apply Insights discovery learnings to type dynamics, to help develop a high performing team
- To break down the components of a high performing team and how apply this theory to your individual team setting
- Apply coaching, delegation and feedback essentials with real life case studies
- How to prepare for the next steps for Day 3, and how to embed your learning so that you can set yourself up for success.

### PRE WORK:

- Bring along feedback and delegation template completed
- Prepare a personal and professional development plan (template to be sent in advance)

### POST WORK:

- Apply feedback and delegation processes within the team and prepare to report back on day 3 on learning taken from real life application

# PROGRAMME CONTENT

## Module 3 - 'Leading the organisation' -Organisational awareness

### LEARNING OBJECTIVES:

- To understand the impact of change on you, your team and the organisation and reflect on changes taking place now and in the coming months.
- To develop the leadership toolkit in the area of decision making and creative problem solving
- To conduct a stakeholder analysis and understand the implications of strong stakeholder management for you and your team.
- Carry out at 'real life' case study scenario using day to day operational challenges within the business, apply learnings to your own development plan.

### PRE WORK:

- Carry out a stakeholder analysis pre-activity to bring to the session with you (Template)

### POST WORK:

- Book in a coaching session with line manager and facilitator via the coaching schedule

# INSIGHTS DISCOVERY

## WHAT IS INSIGHTS RECOVERY?

At the very start of the self-awareness journey is Insights Discovery. A psychometric tool based on the psychology of Carl Jung, Insights Discovery is built to help people understand themselves, understand others, and make the most of the relationships that affect them in the workplace.

The Insights Discovery methodology uses a simple and memorable four colour model to help people understand their style, their strengths and the value they bring to the team.

We call these the colour energies, and it's the unique mix of Fiery Red, Sunshine Yellow, Earth Green and Cool Blue energies, which determines how and why people behave the way they do.



# PROGRAMME BENEFITS

*"Denise recently conducted a highly impactful and tailored 3-day management training course for our Managers. Denise demonstrated an unparalleled level of expertise, engagement, and a keen understanding of our organisational culture and values throughout the entire program."*

-  
Orla Denning, HR Director at Castlelake Aviation Services

## POST PROGRAMME SAMPLE BENEFITS:

- Enhanced relationships across the team and with managers and direct reports
- Skillful conversations with regards to behaviours using the language of 'Insights Discovery'
- Increased clarity of roles, purpose and value add of each role and for each person within the organisation
- More robust conversations regarding performance and clear delineation of strong v's under performance
- Increased job satisfaction within the organisation, particularly during times of change (M&A's)
- Building a foundation for a practical succession plan across the whole of the senior leadership team
- Unity of purpose and vision across the leadership and mid-management layers within the organisation

# DENISE O'BRIEN

## PROGRAMME FACILITATOR

Established in 2016 by Denise O'Brien, O'Brien Learning Solutions supports organisations and individuals through change. Denise has 20 years of experience with multinational companies like General Electric, Lloyds Banking Group, and Wipro Ireland Ltd.

Denise specialises in designing and delivering leadership programs, coaching at various levels, and facilitating learning interventions up to senior executive levels. Since 2016, she has worked with diverse clients in the private and public sectors in the U.K. and U.S. Denise is dedicated to successful change integration and leadership development.

In her private coaching practice, Denise leverages her extensive skills and accreditations to help individuals navigate change successfully.

### EXPERTISE:

**Change Management - Cultural Change - Executive Coaching - Performance Management - Senior Leadership Development - Team Building - Client Relationship Management - Stakeholder Management - Personal Impact and Influencing Skills**

### QUALIFICATIONS:

- MSc in Work and Organisational Behaviour (UL / in progress)
- Marketing Graduateship - Marketing Institute of Ireland
- Executive & Life Coach Diploma – Positive Success Group
- Accredited MBTI Practitioner
- Lean Six Sigma Practitioner (Green Belt)
- Certified mBIT Coach
- Accredited ACC coach with the ICF
- NLP Practitioner
- Accredited Insights Psychometric Profiling Practitioner



# SUPPORT TEAM

## PROGRAMME DESIGNER, COACH AND FACILITATOR

### Demi Redmond

Demi has been involved in the Learning and Development industry for over 20 years. She is passionate about people development and thrives on empowering her course participants with new skills and knowledge that allow them to not only progress in their roles but to also think outside of the box. She builds rapport with her participants fast and thrives on supporting them and challenging them throughout their personal development journey.

Demi also has a background in HR which gives her an insight into some of the key challenges that many managers and leaders face when managing people. Combining this with her employment law knowledge and her passion for people development has allowed Demi to design and deliver engaging leadership and management development programmes and to support new Managers and Leaders with practical and realistic solutions.

Demi remains committed to her own personal development also and is currently studying a MSc in Work & Organisational Behaviour with DCU.



- Ongoing: MSc Work & Organisational Behaviour
- BA Human Resource Management
- Diploma in Employment Law
- Neuro Linguistic Master
- Diploma In Life Coaching

#### **Demi's professional expertise and services:**

- Leadership & Management Development ,Leading & Motivating Teams
- Human Resource Management, Leading Through Change
- Understanding Leadership: Emotional Intelligence
- Communication Skills, Stakeholder Management
- Stress Management
- Delivery/Facilitation & Design, training needs analysis



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# CONTACT US



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