

Learning for the curious

TWYLA CATALOGUE 2026

the **twyla**



AT TWYLA WE SHAPE LEARNING AROUND HOW PEOPLE WORK

Leading **self**

| Thinking **clearly**

| Working with
people

| Communicating for
impact

| Shaping
workplace **culture**

Develop self-awareness, mindset, and personal effectiveness to stay grounded, adaptable, and intentional at work.

Make sense of complexity, challenge assumptions, and take sound decisions in fast-changing environments.

Work through relationships built on trust and influence to create alignment and momentum.

Structure and share ideas in ways that create understanding, credibility, and purpose..

Look beyond individual capability to shape the collective patterns that define how work feels and functions.

Leading self |

How you show up shapes everything else.

1. Growth mindset in practice
2. Emotional and social Intelligence
3. Resilience and agility in times of change
4. Building a credible leadership brand
5. High-performance habits
6. Proactive thinking and taking action

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Thinking clearly |

Good decisions start with clear thinking.

7. Analytical thinking
8. A consulting approach to problem solving
9. Creative problem solving
10. Critical thinking and cognitive biases
11. Strategic thinking and decision-making
12. Disruptive thinking and innovation

Working with people |

Relationships sit at the heart of getting work done.

13. The practice of active listening
14. Navigating relationships at work
15. Influence without authority
16. From conflict to collaboration
17. Giving and receiving feedback
18. Coaching skills for managers
19. Becoming a trusted advisor
20. The human side of change

Communicating for impact |

Shared understanding that leads to action.

21. Structured thinking for clear communication
22. Storytelling in business
23. Presenting with Impact
24. Conversations that build trust

Shaping workplace culture |

Culture is shaped by what we practice every day.

25. Building high-performance Teams
26. Applied improv at work
27. Entrepreneurial thinking in action
28. Psychological safety in the workplace



LEADING SELF

HOW YOU SHOW UP SHAPES EVERYTHING ELSE.

1 GROWTH MINDSET IN PRACTICE

WHAT IS IT ABOUT?

In today's fast-changing environments, stagnation is not neutral — it is a risk. The ability to learn faster than circumstances change has become a defining performance advantage.

A growth mindset, as introduced by Carol Dweck, is the belief that ability is developed through effort, strategy, and feedback. It shapes how you respond to challenge, setbacks, and stretch goals.

This module strengthens the internal discipline required to move from self-doubt or defensiveness to curiosity, resilience, and sustained improvement.



WHAT WILL YOU LEARN?

- Distinguish between fixed and growth mindset patterns in yourself
- Recognise how mindset influences performance and resilience
- Identify and challenge self-limiting beliefs
- Apply practical strategies to strengthen learning and adaptability

**IF YOU THINK YOU CAN'T,
CHANGE YOUR MIND.**

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LEADING SELF

WHOM IS IT FOR?

- Individuals eager to embrace challenge and accelerate their development
- Anyone ready to unlock greater potential through a growth-oriented mindset

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Fixed vs growth mindset self-diagnostic
- Cognitive reframing techniques to challenge limiting beliefs
- Growth-oriented feedback and self-talk practices
- Practical habit design to reinforce learning and continuous improvement

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EMOTIONAL AND SOCIAL INTELLIGENCE

WHAT IS IT ABOUT?

Under pressure, the brain defaults to threat responses that narrow thinking, reduce empathy, and trigger defensive behaviour. In fast-moving organisations, these reactions quietly undermine trust, collaboration, and performance.

Emotional and Social Intelligence (ESI) is the ability to recognise and regulate these responses — in yourself and in others. It enables leaders to remain composed, read complex dynamics accurately, and create conditions where people think clearly and perform at their best.



WHAT WILL YOU LEARN?

- Diagnose your emotional triggers and their impact on leadership effectiveness
- Strengthen self-regulation in high-stakes or politically sensitive contexts
- Increase social awareness to navigate power, stakeholder dynamics, and resistance

"INTELLIGENCE CAN COME TO NOTHING WHEN THE EMOTIONS HOLD SWAY"

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WHOM IS IT FOR?

- Leaders and managers responsible for influencing performance through others
- Professionals operating in high-pressure, stakeholder-rich environments

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- The four quadrants of emotional & social intelligence
- Strategies to cultivate self-awareness, self-regulation, social awareness/empathy and relationship management
- Norms to build emotionally intelligent teams

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RESILIENCE AND AGILITY IN TIMES OF CHANGE

WHAT IS IT ABOUT?

Sustained uncertainty, rising complexity, and relentless performance pressure are now the baseline for leadership. In these conditions, leadership rarely fails due to lack of intelligence or commitment. It falters when pressure narrows thinking, distorts judgment, and triggers reactive patterns.

This module strengthens leaders' ability to remain steady and adaptive when it matters most. Participants learn to protect perspective under pressure, respond to complexity with agility, embed deliberate behavioural shifts that strengthen both personal and team resilience.

WHAT WILL YOU LEARN?

- Diagnose how sustained pressure shapes your leadership behaviour and team impact
- Protect judgment and perspective in high-stakes situations
- Respond to complexity with cognitive and emotional agility
- Embed behavioural shifts through deliberate habit design

RESILIENCE PROTECTS JUDGMENT.

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WHOM IS IT FOR?

- Leaders operating in high-pressure, fast-changing environments
- Managers seeking to strengthen both personal steadiness and team-level resilience

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Resilience at Work (RAW) Diagnostic
- Cognitive tools to protect judgment under pressure
- Distinguishing technical vs adaptive challenges and strengthening steadiness
- Habit architecture

BUILDING A CREDIBLE LEADERSHIP BRAND

WHAT IS IT ABOUT?

Your leadership brand already exists — it is reflected in how others experience you. The question is whether it is intentional and consistent.

In complex organisations, opportunity follows clarity. Yet many professionals feel overlooked, struggle to articulate their distinctive value, or find their reputation shaped by circumstance rather than design.

A credible leadership brand is not self-promotion — it is alignment between who you are, what you contribute, and how you show up across contexts.



WHAT WILL YOU LEARN?

- Identify what makes you uniquely impactful
- Define your single organising principle - the core thread of your leadership
- Clarify the value you consistently create for stakeholders
- Translate your brand into consistent behaviour across situations

**IF YOU DON'T DEFINE IT,
OTHERS WILL.**

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WHOM IS IT FOR?

- Professionals who feel under-recognised or unclear about their positioning
- Leaders seeking visibility without compromising authenticity
- Anyone ready to take ownership of how they are perceived

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- The personal and commercial world framework
- Identifying your Single Organising Principle*
- Translating brand into action
- Practical positioning and visibility strategies

* "Winning in your own way; the Nine and a Half Golden Rules of Branding. Robert Bean

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HIGH PERFORMANCE HABITS

WHAT IS IT ABOUT?

High-performing leaders don't rely on talent or intensity alone. They build habits that allow them to lead with clarity, energy, and consistency - especially under pressure. The way leaders show up everyday shapes team focus, momentum, and performance.

This module focuses on the leadership habits that enable sustained high performance. Participants explore how to lead themselves deliberately, model effective behaviours, and create the conditions for their teams to perform at a high level over time.



WHAT WILL YOU LEARN?

- Build leadership habits that support clarity, focus, and consistent execution
- Lead with intention by translating priorities into clear direction and expectations
- Manage energy, attention, and pressure to remain effective as a leader

HIGH PERFORMANCE IS A HABIT.

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LEADING SELF

WHOM IS IT FOR?

- Managers and leaders operating in demanding environments
- Leaders who want to drive performance without burnout - for themselves or their teams

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Leadership habit frameworks*
- Tools to build clarity of purpose, priorities, and expectations
- Techniques for managing energy, focus, and emotional presence
- Reflection and habit-building exercises grounded in real leadership challenges

* High Performance Habits: How Extraordinary People Become That Way, Brendon Burchard

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PROACTIVE THINKING AND TAKING ACTION

WHAT IS IT ABOUT?

In complex and fast-moving workplaces, performance is often shaped less by circumstances and more by how people respond to them. Proactive thinking is about taking ownership, focusing on what you can influence, and choosing intentional action rather than reacting to events, pressure, or frustration.

This module translates the proactive habit from “The seven habits of highly effective people” into practical leadership behaviour. Participants learn how to shift from reactivity to purposeful action at work.

WHAT WILL YOU LEARN?

- Distinguish between reactive and proactive leadership behaviours
- Use the Circle of Influence to direct attention, energy, and leadership action
- Strengthen ownership and accountability in decision-making and follow-through

**BETWEEN STIMULUS AND
RESPONSE IS CHOICE.**

WHOM IS IT FOR?

- Professionals at all levels who want to take greater ownership and initiative at work
- Anyone looking to move from reactive behaviour to intentional, proactive action

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- The Proactive Habit* - Leadership through choice, responsibility, and intentional response
- Circle of Concern / Circle of Influence - A leadership tool to prioritise focus and action
- Guided self-reflection on leadership behaviours and impact on others

*The 7 Habits of Highly Effective People, Stephen Covey



THINKING CLEARLY

GOOD DECISIONS START WITH CLEAR THINKING.

ANALYTICAL THINKING

WHAT IS IT ABOUT?

In complex environments, poor analysis rarely fails loudly — it fails subtly. Assumptions go untested, evidence is incomplete, and conclusions are drawn with more confidence than logic supports.

Analytical thinking is the discipline of structuring ambiguity, testing evidence, and reasoning coherently under uncertainty. It enables professionals to move from scattered information to defensible insight.

This module strengthens analytical rigour as a capability that directly improves decision quality and credibility.



WHAT WILL YOU LEARN?

- Translate complex information into clear analytical statements
- Assess the quality, relevance, and limitations of evidence
- Distinguish correlation from causation and signal from noise
- Draw proportionate conclusions aligned to available data

RIGOUR PRECEDES INSIGHT.

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THINKING CLEARLY

WHOM IS IT FOR?

- Strategy, consulting, and transformation professionals
- Leaders responsible for data-informed decisions
- Anyone seeking to strengthen structured reasoning under complexity

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Evidence evaluation frameworks (relevance, reliability, sufficiency)
- Causality vs correlation analysis
- Quantitative and qualitative reasoning diagnostics
- Sensitivity and assumption testing

A CONSULTING APPROACH TO PROBLEM SOLVING

THINKING CLEARLY

WHAT IS IT ABOUT?

Consultants are brought in to solve the hardest problems — fast. They succeed by structuring complexity, clarifying the real issue, and focusing effort where it creates the greatest impact.

This module introduces two rigorous consulting approaches to problem solving: issue-driven structuring and hypothesis-driven analysis.

Participants learn how to define and decompose a problem systematically, and how to test informed hypotheses to move efficiently from ambiguity to clear, defensible recommendations.

WHAT WILL YOU LEARN?

- Use hypothesis-driven analysis to test assumptions and accelerate insight generation
- Apply issue-driven structuring to clarify and decompose complex problems
- Use GenAI to support structuring, explore alternatives, and stress-test assumptions - while retaining judgment.

**CRACK COMPLEX
PROBLEMS WITH CLARITY.**

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WHOM IS IT FOR?

- Consulting and industry professionals working on growth, transformation, or innovation topics
- Leaders and teams tackling complex, ambiguous, or ill-defined problems

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- *Methodologies:* Hypothesis-driven and Issue-driven problem solving, Root Cause Analysis, Analytical frameworks
- *Tools:* TOSCA, Hypothesis pyramids, Issue Trees, MECE, 80/20 rule, 8 degrees of analysis

CREATIVE PROBLEM SOLVING

WHAT IS IT ABOUT?

In strategy and consulting work, the hardest problems are rarely clearly defined and rarely solved with linear analysis alone. Creative problem solving is about navigating ambiguity, reframing the real problem, and generating differentiated options that create value for clients.

In the age of GenAI, creativity becomes even more critical — not to replace human thinking, but to guide it.

This module helps participants combine structured creativity with analytical rigour, using divergent and convergent thinking to move from broad exploration to sharp, defensible recommendations.

WHAT WILL YOU LEARN?

- Apply a structured creative problem-solving approach to complex, ambiguous business challenges
- Use divergent thinking to reframe problems and generate non-obvious strategic options
- Use convergent thinking to evaluate, prioritise, and sharpen ideas into viable solutions

THE CREATIVE PROCESS IS A PROCESS OF SURRENDER.

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WHOM IS IT FOR?

- Consultants and leaders working on innovation, transformation, or growth challenges
- Anyone looking to strengthen their creative thinking and problem-solving capability

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Problem reframing techniques to challenge initial problem definitions
- Techniques to explore problems broadly and generate multiple ideas
- Tools to test, compare, and evaluate ideas based on value and feasibility
- Practical use of GenAI to support exploration, synthesis, and option development

CRITICAL THINKING AND COGNITIVE BIASES

WHAT IS IT ABOUT?

In an era of information overload, accelerated decisions, and AI-generated content, judgment has become a defining professional advantage. Critical thinking skills are essential for navigating complexity and competing narratives.

Even experienced professionals are prone to cognitive biases — systematic errors that distort how we interpret information and make decisions.

This module strengthens participants' ability to analyse arguments rigorously, challenge assumptions, and protect decision quality in high-stakes environments.



WHAT WILL YOU LEARN?

- Develop four practical habits that strengthen everyday critical thinking
- Apply structured tools to analyse arguments and avoid common reasoning errors
- Recognise key cognitive biases and implement strategies to counter them
- Use GenAI as a thinking partner

DELAY YOUR INTUITION.

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THINKING CLEARLY

WHOM IS IT FOR?

- Professionals seeking to improve decision quality and analytical rigour
- Anyone looking to elevate the quality of thinking

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Four habits of critical thinking — Question assumptions, reason through logic, seek alternative perspectives, and check biases
- RED model
- Six thinking hats
- Bias identification and debiasing strategies

STRATEGIC THINKING AND DECISION MAKING

WHAT IS IT ABOUT?

Strategic decisions rarely fail due to lack of intelligence — they fail due to unclear framing, narrow options, or flawed judgment under uncertainty. In complex environments, leaders must define the right problem, expand strategic possibilities, and choose deliberately among competing trade-offs.

This module strengthens the discipline of strategic thinking: reframing problems, generating differentiated options, and making defensible decisions under uncertainty.

WHAT WILL YOU LEARN?

- Become aware of 6 skills that allow leaders to think strategically
- Understand better the organisations strategic objectives and develop big picture perspective
- Evaluate trade-offs and make decisions under uncertainty
- Use GenAI to broaden exploration and stress-test assumptions

"IF EVERYONE IS THINKING ALIKE THEN SOMEBODY ISN'T THINKING"

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WHOM IS IT FOR?

- Professionals in consulting and the industry working on growth, transformation, or market positioning
- Leaders responsible for high-stakes decisions in complex environments

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- 6 key skills for strategic leaders.
- Frameworks and techniques for understanding strategic objectives, translating that into big picture thinking, spotting trends and patterns, improving decision making
- Practical use of GenAI to support strategic thinking

DISRUPTIVE THINKING AND INNOVATION

WHAT IS IT ABOUT?

In many industries, incremental improvement is no longer enough to stay competitive. Disruptive thinking is about questioning the assumptions, rules, and business models that shape how markets operate today.

This module helps participants move beyond “best practice” thinking to identify non-obvious opportunities, challenge industry orthodoxies, and develop ideas that redefine value for customers and leave competitors struggling to keep up.

WHAT WILL YOU LEARN?

- Apply disruptive thinking techniques to challenge existing business models and industry assumptions
- Formulate and test disruptive hypotheses to uncover high-potential innovation opportunities
- Shape and refine disruptive solutions efficiently, from insight to compelling value proposition

THINK THE UNTHINKABLE.

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WHOM IS IT FOR?

- Consultants and professionals working on growth, transformation, or market entry
- Anyone rethinking products, services, or business models through a disruptive lens

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Disruptive Thinking - A structured approach to creating unexpected, high-impact ideas that reshape markets
- Techniques to challenge industry conventions and hidden assumptions
- Tools to reframe problems and uncover white-space opportunities
- Hypothesis-led methods to test and sharpen disruptive ideas quickly



WORKING WITH PEOPLE

RELATIONSHIPS SIT AT THE HEART OF GETTING WORK DONE.

THE PRACTICE OF ACTIVE LISTENING

WHAT IS IT ABOUT?

Listening is more than a social skill - it shapes how the brain responds in conversation. When people feel heard, threat responses decrease and cognitive capacity increases; when they feel ignored, defensiveness rises and thinking narrows.

Active listening is therefore a leadership discipline. It creates psychological safety, improves clarity, and strengthens decision quality.

This module develops listening as a deliberate capability — enabling you to build trust, surface what truly matters, and contribute with greater impact.

WHAT WILL YOU LEARN?

- Understand why listening drives trust, clarity, and performance
- Recognise what gets in the way of effective listening
- Apply the six levels of listening to deepen understanding
- Earn the right to advise through disciplined inquiry

**INSIGHT BEGINS WITH
ATTENTION.**

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WORKING WITH
PEOPLE

WHOM IS IT FOR?

- Leaders and managers seeking stronger team dialogue
- Professionals working in collaborative or stakeholder-rich environments
- Anyone wanting to improve influence and relationship quality

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- The six levels of listening — From surface hearing to deeper awareness
- Listening with mind and body — posture, silence, and attention
- Ladder of Inference awareness — Catching assumptions before they distort understanding

NAVIGATING RELATIONSHIPS AT WORK

WHAT IS IT ABOUT?

Workplace friction rarely stems from personality alone. It is shaped by incentives, status dynamics, and identity protection.

In performance-driven environments, visibility, reputation, and scarcity amplify distortion. Without systemic awareness, professionals reinforce the very patterns they seek to change.

This module develops relational intelligence as a strategic capability - enabling participants to diagnose dynamics, regulate reactions, and deliberately reposition for greater credibility and influence.



WHAT WILL YOU LEARN?

- Diagnose systemic, status, and incentive dynamics shaping workplace relationships
- Recognise how identity protection and stress reactions reinforce relational loops
- Reframe rigid narratives through a system and incentive lens
- Design deliberate relational shifts that increase strategic impact and influence

YOU ARE PART OF THE PATTERN.

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WHOM IS IT FOR?

- Professionals operating in performance-driven, high-stakes environments
- Leaders navigating complex stakeholder ecosystems
- Anyone seeking greater relational leverage and long-term credibility

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Relational loop & incentive mapping - diagnosing friction, status, and systemic dynamics
- Narrative & identity reframing - challenging self-protective patterns
- Pattern interrupt design - Executing deliberate relational shifts

INFLUENCE WITHOUT AUTHORITY

WHAT IS IT ABOUT?

In today's matrixed, fast-moving organisations, results rarely come from authority alone. Influence is the ability to shape decisions, gain commitment, and move others to action - often without formal power. Every interaction with clients, stakeholders, peers, or leaders is an influencing moment.

This module helps participants understand how influence really works and how to apply it deliberately. You'll learn how to build credibility, adapt your approach to different stakeholders, and persuade with clarity and confidence to get things done.



WHAT WILL YOU LEARN?

- Influence effectively in situations where you have little or no formal authority
- Apply proven influence and persuasion strategies to gain buy-in and commitment
- Build trust-based relationships that increase your informal power and impact

**INFLUENCE IS THE ABILITY
TO LIFT PEOPLE UP TO OUR
PERSPECTIVE.**

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WHOM IS IT FOR?

- Professionals who need to influence stakeholders, clients, or colleagues
- Anyone looking to increase their impact without relying on hierarchy

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Practical influencing strategies and tactics for real workplace situations
- Techniques for building rapport, trust, and credibility
- Stakeholder and influence mapping to tailor your approach

FROM CONFLICT TO COLLABORATION

WHAT IS IT ABOUT?

Conflict is inevitable where diverse expertise, priorities, and incentives intersect. The question is not whether it arises, but whether it fragments effort or strengthens collaboration.

Effective collaboration is not the absence of tension — it is the ability to surface differences productively, clarify interdependencies, and resolve trade-offs deliberately. When handled well, conflict sharpens thinking and improves decisions.

This module equips participants to turn friction into focused collaboration rather than avoidance or escalation.



WHAT WILL YOU LEARN?

- Diagnose the root causes of interpersonal and team conflict
- Recognise emotional triggers and default conflict styles
- Choose appropriate strategies using structured conflict modes
- Facilitate constructive group dialogue using deep democracy principles

**COLLABORATION IS
DISCIPLINED DISAGREEMENT.**

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WHOM IS IT FOR?

- Leaders and managers navigating interpersonal or team tension
- Anyone seeking to transform conflict into constructive collaboration

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Thomas-Kilmann conflict mode Instrument (TKI)
- Deep Democracy (Lewis method)
 - A structured approach to working through conflict in groups
- Emotional trigger mapping and self-awareness tools

GIVING AND RECEIVING FEEDBACK

WHAT IS IT ABOUT?

Performance does not improve by intention alone — it improves through feedback. Yet in many organisations, feedback is either avoided, diluted, or delivered in ways that create defensiveness rather than development.

Effective feedback is a leadership discipline. It requires clarity, courage, and skill — both in giving and in receiving.

This module equips participants with practical frameworks and conversational tools to make feedback constructive, specific, and growth-oriented, strengthening both performance and trust.

WHAT WILL YOU LEARN?

- Understand why feedback is essential for continuous performance improvement
- Deliver clear, specific, and behaviour-focused feedback
- Use structured models to reduce defensiveness and increase clarity
- Ask for feedback effectively to accelerate your own development

**FEEDBACK DRIVES
PERFORMANCE.**

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WHOM IS IT FOR?

- Leaders and managers responsible for developing others
- Professionals seeking to strengthen performance and growth conversations

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Johari window - Expanding self-awareness and reducing blind spots
- SBIA Model (Situation - Behaviour - Impact - Action) - Structuring constructive feedback
- Radical candour - Balancing care and challenge

COACHING SKILLS FOR MANAGERS

WHAT IS IT ABOUT?

Employee engagement and performance are shaped by the quality of everyday conversations. Managers influence whether people take ownership, grow in capability, and contribute at their full potential.

In today's workplace, delivering results is inseparable from developing people. Coaching is a critical leadership capability that shifts conversations from giving answers to unlocking thinking.

This module equips managers with the mindset and practical tools to build accountability, confidence, and sustained performance through coaching.



WHAT WILL YOU LEARN?

- Understand what coaching is - and why it matters in your role
- Gain clarity on when to coach, why to coach, and how to coach effectively
- Apply the GROW model to structure effective coaching conversations
- Use powerful questions to unlock independent thinking

DON'T SOLVE IT. DEVELOP THEM.

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WHOM IS IT FOR?

- Managers seeking to empower independent, high-performing teams
- Leaders responsible for developing others' capability and confidence

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- The GROW coaching model
- "Taming the advice monster" - Managing the impulse to fix (Michael Bungay Stanier)
- Powerful questioning frameworks
- Active listening and reflective techniques
- Self-management strategies to stay curious and non-directive

Learning for the curious

BECOMING A TRUSTED ADVISOR

WHAT IS IT ABOUT?

In complex and high-stakes environments, expertise alone is not enough. Influence and long-term impact depend on trust. Professionals who operate as trusted advisors move beyond transactions to shape decisions and become valued partners when it matters most.

Trust is earned through credibility, reliability, empathy, and aligned intent.

This module explores what differentiates a transactional provider from a trusted advisor — and how to build relationships grounded in confidence and long-term value.



WHAT WILL YOU LEARN?

- Understand the trusted advisor continuum - from transactional provider to strategic partner
- Apply practical behaviours that deepen commitment and strengthen influence
- Leverage the neuroscience of trust to reinforce confidence in everyday interactions

BE HELPFUL BEFORE BEING RIGHT.

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WHOM IS IT FOR?

- Consultants and advisors operating in complex stakeholder environments
- Leaders seeking to strengthen influence through trusted relationships

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- The Trusted Advisor Continuum - Understanding the progression from service provider to strategic partner
- Trust Equation Framework
- Neuroscience of Trust

THE HUMAN SIDE OF CHANGE

WHAT IS IT ABOUT?

Organisations implement change. People experience transition.

Most change initiatives fail not because the strategy is flawed, but because leaders focus on structures and timelines while underestimating the psychological process people go through. Change is situational - transition is internal.

This module equips leaders to guide people through the three phases of transition — letting go, navigating uncertainty, and committing to a new beginning — while understanding the neurological drivers of resistance and motivation.



WHAT WILL YOU LEARN?

- Distinguish between external change and internal transition
- Recognise the phases: ending, neutral zone, new beginning
- Identify emotional and behavioural patterns in each phase
- Apply the SCARF model to reduce threat and increase engagement

CHANGE PEOPLE AND THE SYSTEM WILL FOLLOW.

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PEOPLE

WHOM IS IT FOR?

- Leaders and managers driving organisational change
- Anyone seeking to increase adoption and resilience during disruption

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Bridges' Transition Model - Ending, Neutral Zone, New Beginning
- Practical tools for helping teams let go and process loss
- SCARF Model (Rock)



COMMUNICATING FOR IMPACT

SHARED UNDERSTANDING THAT LEADS TO ACTION.

STRUCTURED THINKING FOR CLEAR COMMUNICATION

WHAT IS IT ABOUT?

In business, ideas only create value when they are understood and acted upon. Client decks, executive readouts, and steering committee updates must land quickly and clearly. Structured thinking turns complex analysis into crisp messages senior stakeholders absorb in minutes.

This module introduces the Pyramid Principle as a practical tool to structure thinking before building slides or writing executive summaries. Participants learn to lead with the answer, structure supporting arguments, and create narratives that drive alignment and decision-making.



WHAT WILL YOU LEARN?

- Structure client decks and executive readouts around clear, answer-first messages
- Frame problems and recommendations in a way senior stakeholders immediately grasp
- Build logical storylines that connect insights, evidence, and implications
- Communicate recommendations that drive decisions

THINK FIRST, WRITE LATER.

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WHOM IS IT FOR?

- Consultants and leaders who need to present clear recommendations in complex environments
- Anyone looking to improve clarity, logic, and impact in their communication

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- The Pyramid Principle* - A proven approach for structuring client-ready thinking and communication
- Answer-first message structuring for executive presentations and readouts
- Translating analysis into clear headlines and supporting messages

* The Minto Pyramid Principle, Barbara Minto

STORYTELLING IN BUSINESS

WHAT IS IT ABOUT?

Ideas do not win on logic alone - they win when they resonate. Whether presenting strategy, leading change, or influencing stakeholders, leaders must move beyond data-heavy slides and communicate in ways that engage reason and emotion.

Storytelling is not entertainment; it is a strategic communication skill. It allows you to translate complexity into clarity, connect information to meaning, and mobilise others around a shared direction.

This module equips participants to use narrative to influence decisions, inspire action, and make messages memorable.



WHAT WILL YOU LEARN?

- Understand why stories are more persuasive and memorable than data alone
- Structure compelling business narratives with clarity and impact
- Translate complex information into engaging, meaningful messages
- Deliver stories with vocal presence and audience awareness

STORIES UNITE DATA WITH EMOTION.

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COMMUNICATING
FOR IMPACT

WHOM IS IT FOR?

- Leaders presenting strategy or driving change
- Consultants and professionals influencing stakeholders
- Anyone seeking to communicate with greater impact and memorability

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Dramatic structure (Freytag's Pyramid)
- Story framing for business contexts
- Delivery skills to strengthen audience engagement

PRESENTING WITH IMPACT

WHAT IS IT ABOUT?

In high-stakes moments, delivery determines influence. Research consistently shows that how you say something shapes credibility more than the words alone. Vocal tone, posture, eye contact, and emotional intention all signal confidence — or undermine it.

This module focuses on the embodied side of communication. Participants learn how to align objective and intention, master vocal dynamics, and use body language deliberately to strengthen authority, clarity, and audience connection.

WHAT WILL YOU LEARN?

- Clarify your communication objective and define your emotional intention
- Strengthen vocal presence using articulation, pitch, tone, volume, and pace
- Use body language to project credibility
- Apply breathing and warm-up techniques to reduce anxiety and increase control

**DELIVERY DRIVES
CREDIBILITY.**

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COMMUNICATING
FOR IMPACT

WHOM IS IT FOR?

- Professionals speaking in high-visibility or high-pressure contexts
- Anyone seeking to strengthen presence and delivery impact

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Objective vs Intention framework
- The Five Qualities of the Voice: articulation, pitch, tone, volume, pace
- Body language mastery: eye contact, facial expression, gesture, posture, spatial awareness
- Breathing and vocal warm-up techniques for composure and control

CONVERSATIONS THAT BUILD TRUST

WHAT IS IT ABOUT?

Trust is built — or broken — in everyday conversations. In moments of pressure, disagreement, or uncertainty. How leaders communicate determines whether people become defensive, disengaged, or genuinely collaborative.

This module explores how everyday conversations shape trust and performance. Participants learn how to move from reactive exchanges to intentional dialogue, understanding how conversations trigger neurological responses that either build trust and openness or create defensiveness — enabling stronger relationships and better outcomes.



WHAT WILL YOU LEARN?

- Understand how conversations influence trust, engagement, and performance
- Recognise how assumptions and mental shortcuts derail dialogue
- Strengthen listening and inquiry to reduce defensiveness and increase openness
- Use language that builds trust, clarity, and shared meaning

HOW WE TALK SHAPES TRUST.

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WHOM IS IT FOR?

- Leaders and managers building trust within and across teams
- Anyone wanting to improve the quality and impact of their conversations

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Conversational Intelligence® (Judith Glaser) - Understanding the neuroscience of trust and threat
- Ladder of Inference - Identifying assumptions that distort meaning and erode trust
- Levels of Listening - Shifting from reactive to generative listening
- Inquiry vs Advocacy - Balancing curiosity and clarity in dialogue



SHAPING WORKPLACE CULTURE

CULTURE IS SHAPED BY WHAT WE PRACTICE EVERY DAY.

BUILDING HIGH PERFORMANCE TEAMS

WHAT IS IT ABOUT?

High performance is rarely an individual achievement. In complex and fast-changing environments, results depend on teams that align quickly, challenge constructively, and execute consistently.

Strong teams do not emerge by chance. They are built through deliberate design — clear direction, strong structure, psychological safety, and disciplined team habits.

This module explores the enabling conditions that differentiate average groups from truly high-performing teams and gives leaders practical tools to shape those conditions intentionally.

WHAT WILL YOU LEARN?

- Master the five research-backed enablers of high-performing teams
- Create psychological safety that drives inclusion, candour, and innovation
- Use the SCARF model to decode behaviour and elevate team dynamics
- Establish team rituals that reinforce alignment, accountability, and performance

GREAT TEAMS ARE BUILT BY DESIGN.

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SHAPING
WORKPLACE
CULTURE

WHOM IS IT FOR?

- Leaders and managers responsible for team performance
- Professionals seeking to better understand and improve team dynamics

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- High-Performance Team (HPT) Framework - Research-based enablers of sustained team performance
- Psychological Safety
- SCARF Model

APPLIED IMPROV AT WORK

WHAT IS IT ABOUT?

Leadership rarely unfolds according to script. Priorities shift, stakeholders challenge assumptions, and conversations take unexpected turns. In these moments, a leader's ability to stay present, listen deeply, and respond constructively determines whether teams stall or move forward.

Applied improvisation builds the leadership muscle of adaptability and strengthens presence and collaborative momentum. It enables leaders to guide teams through uncertainty with confidence and composure.

WHAT WILL YOU LEARN?

- Lead with presence and responsiveness in unscripted situations
- Apply the “Yes, and” principle to foster trust and forward movement
- Strengthen active listening to improve engagement
- Navigate ambiguity and unexpected challenges with composure

GETTING TO ‘YES AND’

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SHAPING
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WHOM IS IT FOR?

- Leaders and team members navigating ambiguity
- Anyone seeking to increase adaptability, confidence, and collaborative impact

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- “Yes, And” Principle - Building on ideas instead of blocking them
- Active listening and status awareness exercises
- Techniques to manage fear of failure and reduce overthinking

ENTREPRENEURIAL THINKING IN ACTION

WHAT IS IT ABOUT?

Traditional planning assumes predictability. Entrepreneurial thinking assumes uncertainty.

Entrepreneurial thinking is not about launching startups — it is about how you approach opportunity, risk, and action when the future is unclear.

This module introduces a practical mindset shift: from planning and prediction to experimentation and resourcefulness. Participants learn how to identify opportunities within constraints, act with what they have, and move forward through deliberate experimentation rather than rigid plans.



WHAT WILL YOU LEARN?

- Adopt an entrepreneurial mindset that focuses on opportunity within uncertainty
- Understand the difference between managerial (causal) thinking and entrepreneurial (effectual) thinking
- Take action using available resources instead of waiting for perfect conditions

ACT WITH WHAT YOU HAVE.

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THINKING CLEARLY

WHOM IS IT FOR?

- Professionals navigating ambiguity, change, or transformation
- Anyone looking to act with greater ownership, initiative, and adaptability

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Effectuation Theory (Saras Sarasvathy) - A decision-making approach for acting under uncertainty
- The five principles of effectuation
- Comparison of causal vs effectual thinking in business decisions

PSYCHOLOGICAL SAFETY IN THE WORKPLACE

WHAT IS IT ABOUT?

Performance depends on people speaking up - with ideas, concerns, questions, and dissent. Yet in many organisations, employees remain silent, not because they lack insight, but because they perceive interpersonal risk.

Psychological safety is the shared belief that it is safe to take interpersonal risks without fear of humiliation or punishment. When present, teams learn faster, innovate more, and execute better. When absent, errors multiply and talent disengages.



WHAT WILL YOU LEARN?

- Understand what drives silence versus voice in teams
- Framework to promote learning and intelligent risk-taking
- Invite participation through humility, inquiry, and structured input
- Respond to contributions in ways that strengthen trust and accountability

ANYONE'S VOICE AT ANY TIME CAN BE MISSION CRITICAL.

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SHAPING
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WHOM IS IT FOR?

- Leaders and managers responsible for team performance
- Project leads navigating complexity and uncertainty
- Professionals seeking to foster open, learning-oriented environments

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- Foundations of psychological safety - Implicit theories of voice
- Setting the stage & inviting participation - Framing work, situational humility, proactive inquiry, structured input
- Responding productively - appreciation, destigmatising failure, and clear boundary-setting

Learning for the curious

"THE MAN WHO HAS CEASED TO LEARN OUGHT NOT TO BE
ALLOWED TO WANDER LOOSE IN THESE DANGEROUS DAYS."

- M.M. Coady

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