

Core Skills

Empowering People.
Elevating Performance.



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A Note from
Mike Roberts,
Training Practice Lead

At Millpond, we believe that people are at the heart of project delivery, so a focus on people is what is needed to thrive in today's dynamic work environments. The ability to communicate clearly, lead with empathy, adapt to change, and build strong relationships – are the core skills that truly elevate performance and drive success.

Our Core Skills training programmes are designed to empower individuals and teams with the tools they need to grow professionally and personally. Whether you're a seasoned leader or just starting your career journey, these skills will help you navigate challenges, inspire others, and create lasting impact.

We're proud to support your development and look forward to helping you unlock your full potential.

Warm regards,
Mike.

“

The value of our learning
multiplies when we share
what we learn with others.

Simon Sinek

Why Learn with Millpond?

Where expertise meets real-world impact.

At Millpond, we don't just deliver training – we build capability. Our programs are designed to equip professionals with practical, immediately applicable skills that drive results in the real world.



Here's what sets us apart:

- **Experienced Trainers** – Learn from industry experts with decades of hands-on project and leadership experience.
- **Globally Recognised Certifications** – We're an authorised training partner for PMI and PeopleCert, offering internationally respected credentials.
- **Tailored Learning Journeys** – Whether you're an individual or a team, we customise training to meet your goals and context.
- **Flexible Delivery** – In-person, virtual, or hybrid, our training fits your schedule and learning style.
- **Proven Results** – Thousands of professionals across Australasia have advanced their careers with Millpond's support.
- **Beyond the Classroom** – We offer coaching, mentoring, and post-training support to ensure long-term success. We are also active volunteers with the Project Management Institute and are often collaborating with other global thought leaders on the latest in project capability.

Join a learning experience that's practical, engaging, and built for impact.

Our approach

*We're into delivering what is needed,
not what is available.*

We'll meet with you to discover your business, your objectives and your challenges, and use this information to draft a learning and development roadmap that'll achieve your desired outcomes.

Bespoke training can be created and delivered by our team to suit the needs of your organisation – so treat this brochure as a picklist of what we can work from. We want to work with you to develop a partnership for long-term success.



Level Up: A Masterclass on Effective Leadership

3-day course

Transform your leadership style to inspire, influence, and drive meaningful change.

This masterclass is crafted for professionals ready to elevate their leadership capabilities in project environments. It explores the behaviours, mindsets, and communication strategies that define effective leaders. Participants engage in interactive sessions that challenge them to reflect, adapt, and grow as influential leaders within their teams and organisations.

Ideal for project managers, team leads, and emerging leaders, this course provides actionable insights into motivating teams, managing conflict, and leading with authenticity. It's a transformative experience for those looking to lead with confidence and drive positive change.

Learning Objectives:

- Develop self-awareness and emotional intelligence as a leader
- Communicate with clarity, empathy, and influence
- Motivate and inspire teams toward shared goals
- Navigate conflict and build resilient relationships
- Lead with authenticity and strategic vision

Core Topics:

- Leadership styles and behaviours
- Emotional intelligence and self-awareness
- Communication and influence
- Conflict resolution and team dynamics
- Vision, values, and strategic leadership

This course is for:

Project managers, team leaders, and professionals seeking to enhance their leadership impact.

Courageous Sponsorship and Governance

1-day course

Empowered sponsors drive strategic success through informed leadership and governance.

This course empowers project sponsors to take an active, informed role in guiding projects to success. Through practical frameworks and real-world examples, participants learn how to provide strategic direction, make timely decisions, and support project managers effectively. The course emphasises the importance of governance, accountability, and leadership in achieving project outcomes.

Designed for senior leaders, executives, and anyone tasked with sponsoring projects, this course helps bridge the gap between strategy and execution. It's particularly valuable for organisations seeking to strengthen their governance practices and ensure that projects deliver measurable value.

Learning Objectives:

- Define the role and responsibilities of a project sponsor
- Understand governance frameworks and decision-making processes
- Support project managers through effective leadership and oversight
- Identify risks and ensure alignment with strategic objectives
- Foster a culture of accountability and value delivery

Core Topics:

- Sponsorship roles and behaviours
- Governance structures and models
- Strategic alignment and decision-making
- Risk management and escalation
- Leadership and stakeholder engagement

This course is for:

Executives, senior leaders, and project sponsors responsible for guiding project success.

Mastering Difficult Conversations

1-day course

Confident communication turns conflict into opportunity and builds stronger relationships.

This course helps professionals navigate challenging conversations with confidence, empathy, and clarity. Whether addressing performance issues, resolving conflict, or negotiating outcomes, participants learn how to communicate assertively while maintaining trust and respect. The course uses role-play, reflection, and practical frameworks to build emotional intelligence and conversational agility.

Perfect for leaders, managers, and team members, this course strengthens interpersonal skills and supports healthier workplace dynamics. It's especially useful in environments where collaboration and feedback are essential to success.

Learning Objectives:

- Recognise the dynamics of difficult conversations
- Prepare and structure conversations for positive outcomes
- Communicate assertively and empathetically
- Manage emotional responses and build rapport
- Resolve conflict and foster mutual understanding

Core Topics:

- Conversation frameworks and planning
- Emotional intelligence and self-regulation
- Active listening and feedback
- Conflict resolution techniques
- Role-play and scenario practice

This course is for:

Managers, team leaders, HR professionals, and anyone seeking to improve communication in challenging situations.

Project Management Fundamentals

1-day course

Build a strong foundation in project management with practical tools, techniques, and leadership insights.

This course introduces the essential principles of project management, equipping participants with the knowledge and confidence to lead or contribute to projects effectively. It covers the full project lifecycle, from initiation through to closure, and explores both traditional and agile approaches.

Participants will gain hands-on experience with tools such as Work Breakdown Structures (WBS), RACI matrices, and scheduling techniques, while also developing soft skills in stakeholder engagement and team leadership.

Learning Objectives:

- Understand the foundational concepts of project management
- Apply lifecycle phases and methodologies to real-world projects
- Build clarity around roles, responsibilities, and governance
- Develop practical skills in scope, time, cost, and risk management
- Strengthen leadership and communication within project teams

Core Topics:

- Project lifecycle (Initiating, Planning, Executing, Monitoring & Controlling, Closing)
- Scope, schedule, and cost management
- Risk and quality management
- Stakeholder and resource engagement
- Change control and governance
- Agile vs. predictive approaches

This course is for:

New or emerging project managers, Project team members, Technical or operational staff with project responsibilities

Business Analysis Fundamentals

1-day course

Master the core skills of business analysis to drive clarity, alignment, and value in your projects.

This course provides a practical introduction to the role of the Business Analyst (BA) and the value they bring to change initiatives. Participants will explore how BAs elicit, analyse, and communicate requirements, and how they support change through stakeholder engagement and storytelling.

The course also highlights the BA's role in managing change, identifying resistance, and ensuring alignment between business needs and project outcomes. Contents are aligned with global standards such as PMI's Guide to Business Analysis and IIBA's Business Analysis Body of Knowledge.

Learning Objectives:

- Understand the BA's role across the project lifecycle
- Apply techniques for stakeholder engagement and requirements gathering
- Support change through communication and influence
- Recognise and respond to resistance to change

Core Topics:

- Requirements elicitation and analysis
- Stakeholder engagement and communication
- Change management from a BA perspective
- Business case development
- Process modelling and documentation

This course is for:

Aspiring or junior Business Analysts, Project team members with BA responsibilities, Change agents and project professionals, Product owners and solution designers

Organisational Change Management Fundamentals

2-day course

Equip yourself with the tools and mindset to lead and support successful organisational change.

The challenge change leaders face is to support people through transitions of change, which can sometimes be intensely traumatic, involve loss of comfort, control and sometimes even prestige. This fundamentals workshop introduces participants to the principles and practices of organisational change management. It focuses on planning, communicating, and embedding change in a way that supports people and delivers sustainable outcomes.

Participants will explore change models, communication strategies, and techniques for managing resistance, with a strong emphasis on empathy, storytelling, and leadership throughout the change journey.

Learning Objectives:

- Understand key change management models and frameworks
- Plan and communicate change effectively
- Build engagement and manage resistance
- Sustain change through leadership and reinforcement

Core Topics:

- Change models and frameworks (e.g., ADKAR, Kotter)
- Change impact assessments
- Communication and training plans
- Emotional intelligence and stakeholder engagement
- Resistance management and reinforcement strategies

This course is for:

Project managers and business analysts, Change managers and HR professionals, Team leaders and operational managers, Anyone supporting or leading change initiative.

Governance and the Management of Portfolios and Programmes

1-day course

Do the right thing at the right time in the right way – Gain strategic insight into governance, portfolio alignment, and programme delivery for organisational success.

This course explores the governance structures and practices that underpin effective portfolio and programme management. It helps participants understand how to align initiatives with strategic goals, allocate resources, and monitor performance across multiple projects.

The course also covers the roles of sponsors, steering committees, and PMOs, and provides tools for prioritisation, benefits realisation, and risk oversight.

“Organisations with mature project portfolio management practices complete 35% more of their programmes successfully.” – Project Management Institute.

Learning Objectives:

- Understand the principles of governance in project environments
- Differentiate between project, programme, and portfolio management
- Apply governance frameworks to support strategic alignment
- Define roles and responsibilities for oversight and decision-making

Core Topics:

- Governance pillars and frameworks
- Portfolio lifecycle and prioritisation
- Programme coordination and benefits management
- Roles of sponsors, steering committees, and PMOs
- Risk, resource, and performance oversight

This course is for:

Senior managers and executives, Project sponsors and steering committee members, PMO leaders and governance professionals, Programme and portfolio managers.

BHP: A Case Study

Building Strategic Leaders for the Future. A Global Capability Program for BHP

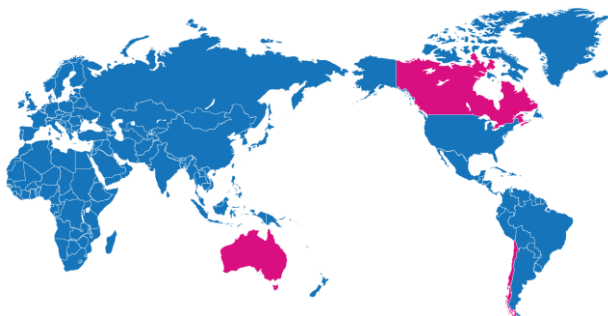


Overview

In early 2023, BHP identified an opportunity to reward and develop **top-tier talent** with a career development program, focusing on:

- Connecting business strategy to portfolio outcomes.
- Maximizing the investment lifecycle through effective Portfolio Management.
- Prioritizing risk-based decision-making across business cases, project execution, and commissioning.
- Strengthening leadership capabilities to direct, guide, and influence behaviour.

Millpond was asked to design a bespoke program aimed at 50 specially selected Leaders from around Australia, Canada, and Chile.



Approach

The team at Millpond worked with BHP's Senior Leaders and subject matter experts to design a 10-month program, geared towards building **critical capabilities required to meet future demands of BHP's growth portfolio**.

The program includes:

- A personal self and peer assessment of capabilities and development needs
- Instructor-led training courses
- A capstone project with presentations to Vice-Presidents
- Group coaching
- Online learning and readings
- Social Events
- A post-assessment to measure growth.

The program provided participants with the opportunity to:

- connect with BHP Projects' Senior Leadership.
- challenge the status quo by independently reflecting on not only how BHP operates today, but also themselves as leaders.
- network with peers, both locally and globally.

Client Testimonials

We're proud to deliver fun, engaging, and meaningful learning experience for our participants and client – but don't just take our word for it!

“

Our trainer was brilliant covering this training, very interactive and clear on delivery.

**- Brandon Byford,
Aurecon**

“

This course is exactly what I needed. It will help me to prepare myself for my next upcoming major project.

**- Prad Shrestha,
Mitsui E&P Australia**

“

Amazing experience. The course enhanced my confidence and provided me the skills to excel at my role!

**- Janaina Moreira
NZTA**

“

The facilitators brought valuable expertise and practical examples, making the content highly relevant and immediately applicable to our work.

**- Alison Jover
BHP**

Millpond is an Authorized Training Provider (A.T.P) with the Project Management Institute, Inc. This designation is the highest mark of excellence in project management education.



Our purpose is to create the momentum you need to **move your organisation forward.**

Contact our team to see how we can help your organisation; we'd love to chat!



James Dobson

Managing Director



Mike Roberts

Training Practice Lead



Melanie Holland

Business Manager - Australia



Bec Cortesi

BA & Change Practice Lead



Mark Young

General Manager - Sales



Jan Harrison

Business Support Manager





www.millpondtraining.com

Melanie Holland

Business Manager – Australia

+61 429 881 778

melanie.holland@millpond.au

Mike Roberts

Training Practice Lead

+64 27 365 7550

mike@millpond.co.nz

