

# People-First Leadership:

## Designing a High-Impact People Experience Culture

From Self-Awareness to Culture Design: Your Blueprint for High-Performance, Wellness-Driven Leadership

D A T E S

9<sup>th</sup> - 10<sup>th</sup>  
February 2026

V E N U E

Dusit Thani Hotel,  
Dubai - U.A.E.

A portrait of Ms. Cindy Norcott, a woman with blonde hair and black-rimmed glasses, wearing a black blazer over a light blue top. She is smiling and has her arms crossed.

*Ms. Cindy Norcott*

Qualified Business Coach - International Keynote  
Speaker

C O U R S E   T R A I N E R

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Corporate Solution

# People-First Leadership:

## Designing a High-Impact People Experience Culture

9th - 10th February 2026 – Dusit Thani Hotel, Dubai - U.A.E.

### Course Overview:

This course provides a comprehensive understanding of leading with a people-centric approach while ensuring high productivity - two essential elements of ensuring business success (profit) and sustainability (lower staff turnover and increased morale, wellness and engagement).

Participants will learn how a people-centric approach to leadership works and they will explore a variety of these leadership strategies, practice these techniques, learn how to improve their own resilience and agility and how to create a psychologically safe work environment where staff thrive. Participants will learn how to develop a more motivational style of management, as well as strategies to improve engagement and morale. They will learn how to produce a strong, positive culture as well as strategies to improve staff wellness and productivity. Through personal sharing, case studies and interactive exercises, attendees will develop skills to improve their leadership and transition from managers to people-centric leaders.

### Key Learning Outcomes:

By the end of this training, participants will be able to:

- Identify their existing management style and clarify their new, improved leadership approach
- Improve their self-awareness and understand their own strengths and weaknesses as a leader
- Conduct a culture survey to ascertain how their staff feel and consequently improve morale
- Understand what psychological safety is and how to incorporate this into the foundation of their workplaces
- Improve their leadership agility and resilience in tough times
- Distinguish between assertive, aggressive and passive leadership
- Enhance staff wellness and introduce tools and techniques to ensure their staff have the best chances of thriving
- Implement productivity boosting techniques for themselves and their teams
- Develop a motivational style that incorporates consistent personal connection, recognition and feedback

### Why You Should Attend?

- Understand the principles and impact of people-first leadership
- Learn how to build and sustain a high-impact organizational culture
- Gain tools to foster psychological safety and inclusive environments
- Develop personal resilience and emotional intelligence as a leader
- Discover and refine your motivational leadership style
- Learn how to integrate wellness into team and organizational practices
- Create a personalized blueprint to lead and influence a people-first culture

### Course Facilitator

## Cindy Norcott

Qualified  
Business Coach  
- International  
Keynote  
Speaker



Cindy Norcott has  
run her own

successful recruitment agency in South Africa for the past 32 years. Cindy is also the founder and Chairperson of the well-known charity, The Robin Hood Foundation. Cindy is a qualified business coach and she is a motivational speaker who has delivered more than 2000 motivational talks in her career. Cindy also owned the KZN Business Training Centre for 2 years where she trained entrepreneurs.

Cindy has spoken throughout South Africa and in Zambia, Egypt and Tanzania. Cindy has won more than 20 awards for her business excellence and her contribution to society.

#### Expertise & Certifications

- Bachelor of Social Science
- Qualified Business Coach
- 34 years business experience

#### Past Clients & Industries Served:

Cindy has worked with top organizations across South Africa and Africa and has worked in a wide variety of industries including manufacturing, retail, logistics, education, property and hospitality.

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### Day 1

#### Foundations of People First Leadership

##### Session 1: Introduction to People First leadership

- Understanding why people-first leadership makes good business sense
- How to show up with a balance of productivity and empathy
- Understanding the concept of servant leadership
- How to create the self-awareness to understand how you are showing up and adapting your approach to the people you lead

##### Session 2: Building a High Impact Culture

- How to communicate more assertively
- Organizational and productivity tips for you and your team
- How to have quick, effective meetings
- How to follow up efficiently and effectively
- How to measure what matters
- How to manage yourself and your time and energy better

##### Session 3: Psychological safety at work

- Understanding the concept of psychological safety
- How to address conflict assertively but with empathy
- How to regulate your own moods and emotions under pressure

##### Workshop & Group Activity:

- In-person journalling and group activity to share key takeaways

### Day 2

#### Leading with Empathy and Motivation

##### Session 1: Motivational Leadership Styles

- How to be a cheer leader, balancing praise and recognition when giving feedback
- How to create a culture where people enjoy coming to work
- Strategies to improve employee engagement
- How to conduct effective one on one meetings with your staff
- How to keep morale high

##### Session 2: Wellness Driven leadership

- Strategies to improve staff well-being
- Understanding the challenges that staff face relating to their own wellness
- How to decrease stress levels
- How to have boundaries while chasing productivity

##### Session 3: Designing your People First Blueprint

- Delegates will develop their personal action plan to implement the learnings of these 2 days using a coaching model.

##### Workshop & Case Study:

- Leadership lab – role plays, case studies and feedback to practice real-world scenarios

#### Programme Schedule

08:30 am – 09:00 am	Registration & Coffee Break
09:00 am – 11:00 am	Course
11:00 am – 11:30 am	Networking & Coffee Break
11:30 am – 01:00 pm	Course
01:00 pm – 02:00 pm	Networking & Luncheon
02:00 pm – 03:00 pm	Course
03:00 pm – 03:30 pm	Networking Break
03:30 pm – 05:00 pm	Course

#### Who Should Attend?

- Supervisors
- Line Managers
- Senior Managers
- Business Owners
- Entrepreneurs
- Anyone leading people in a team environment

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### Registration Form

Please fill & sign below form & send us on  
[training@corsol.net](mailto:training@corsol.net)

Delegate 1  
Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

Delegate 2  
Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

Delegate 3  
Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

Delegate 4  
Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

Delegate 5  
Name : \_\_\_\_\_  
Job title: \_\_\_\_\_  
Email: \_\_\_\_\_  
Mobile: \_\_\_\_\_

**Note:** In case of 6 or more nominations make a duplicate of this form & fill in the details.

#### ORGANIZATION DETAILS:

Company : \_\_\_\_\_  
Address: (to be used on invoice): \_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_  
Country: \_\_\_\_\_

#### AUTHORIZED BY:

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
JobTitle: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date: \_\_\_\_\_

#### PAYMENT DETAILS:

**Credit Card Holder's Details - To send Payment Link**

First Name: \_\_\_\_\_  
Last Name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Country: \_\_\_\_\_

Event Code: CS-PFL-005

### Course Fee

#### Registration Fees:

- |                         |                        |
|-------------------------|------------------------|
| • Book 1 delegate       | Pay USD 2,795/delegate |
| • Book 2 or 4 delegates | Pay USD 2,595/delegate |
| • Book 5 or more        | Pay USD 2,395/delegate |

(All pricing excludes all taxes)

### Payment Mode:

- Payments will be made by **Credit Card** or by **Bank transfer**, an Invoice will be sent soon after we receive the signed & filled registration form.
- Payment is required within **5 working days** after the receipt of the invoice.
- Payment must be received in full prior to the Course Origination.

### Terms & Conditions:

- 1) Fee Includes (For Face 2 Face Training): the course fee covers all course material, lunch & refreshments. Please note that hotel accommodation is not included in the course fee.
- 2) Fee Includes (For Virtual Training): the course fee covers the live course session & the course material soft copies along with Certificates of Attendance.
- 3) Payment terms: Payments are required within 5 working days from the date of receipt of an invoice; all payments should be transferred by Credit Card/bank transfer to the Corsol International account. A receipt will be issued as payment is received.
- 4) Cancellation /Substitution Policy: Cancellation is only acceptable if submitted to us by email & will be subject to charges, cancellation received 60 days prior to the event 25% of the training fee will be charged, 30 Days prior to the event 50% of the training fee will be charged, 15 days prior to the event 75% of the training fee will be charged, 7 days prior to the event 100 % of the training fee will be charged. Substitution is the best option to avoid cancellation, as the cancellation is required in writing via email likewise Substitution is also required by email with complete details of the substituted delegates (Name, Position, Email & Mobile).
- 5) In the case of No Show, clients cannot claim any refund, & are not entitled to claim the Credit Voucher.
- 6) Cancellation by a paid client; does not subject to any cancellation charges, Corsol International will either accept the substitution or will provide a Credit Voucher of the Invoice amount which can be utilized in any of our future training, with validity up to 6 months.
- 7) Every possible effort is made to incorporate the event as it campaigns, however, due to any unforeseen circumstances Corsol International reserves the right to change the venue, location, and trainer. Also due to unforeseen circumstances, the event may be canceled or postponed, in this case, the paid delegate(s) Corsol International will process & refund the full amount, less the bank/service charges up to 5 % or less.
- 8) While all topics shown in this brochure will be covered in the course, the facilitator/instructor reserves the right to restructure and delivers them in a different order or sequence.
- 6) The client is considered aware of all the above terms and conditions, as they sign on this registration form & Corsol International will not be responsible for any expectation or monetary loss as indicated above.