

# COURSES

## Leading Performance

Just about every employee find performance reviews and discussions stressful, whether you are the one giving or receiving the feedback. The ability and courage to confidently approach and conduct these discussions is a fundamental competency to be nurtured.

From experience these engagements are either treated as a tick box exercise, avoided or had when emotion has already taken over. Managing heightened emotions and performance should be among the highest ranked skills to ensure high performance and trust. The course is designed to help leaders and employees grow and feel equipped to have courageous discussions.

In most cases organisational success depend on team performance and therefore the course can also be facilitated at a team level, recognizing that individual performance is closely tied to team performance.

## Managing Conflict

High performing teams can not exist without the presence of conflict. The desire to keep harmony at all times reduces productivity and slows down change. This leads to a lack in collaboration, poor decisions being made and the development of unhealthy sub-groups within a team. The course equips individuals with the psychological insights to understand themselves in conflict and tools to equip them to have courageous conversations in healthy ways. Individuals are equipped with models to recognise, manage, and mediate conflict effectively to build trust and healthy relationships.

## High Performance Teams

“ Great things in business are never done by one person. They're done by a team of people. ”

*Steve Jobs*

The Psychology of Team is a short course focusing on the psychological factors that make-up a high performing team, and provides insight into the inter-team dynamics that tend to disrupt team cohesion. Through Eric Berne's psychological theory of Transactional Analysis and Patrick Lencioni's five dysfunctions of a team, participants are able to gain an understanding of their own behaviour within a team context as well as the insights into how to categorize and shift a team towards the ideal state for high performance.

The course deals with the factors necessary to create an effective and emotionally resilient team at a task, individual and group level.

It is through understanding and an awareness of each other 's strengths that participants learn to create trust relationships and ultimately high performance.

## Psychology of Resilience

“ Do not judge me by my success, judge me by how many times I fell down and got back up again. ”

*Nelson Mandela*

The Psychology of Resilience course provides insight into the factors that create resilient individuals. With the rate of change and disruption, resilience has become a critical requirement to remain productive, engaged and happy. Context is given on the influence of the rate of change on the ability of the human to cope. Insights, skills and tools will be shared to increase resilience, stress management and adaptability to change.

## Diversity, Equity and Inclusion

Diversity, Equity and Inclusion goes beyond legislation, prescribed targets and compliance. It includes creating a psychological safe place for all individuals to belong and perform to their best ability.

The course raises awareness on the important role diversity, equity, and inclusion play in our daily interactions, decision-making, team work and ultimately business success.

Generational shifts further widens the scope to include sexuality, religion, meaning and purpose. The Gen Z's are described as the 'most well-educated' and diverse generation of all time and business' need to be well equipped to manage the workforce of the future.

The proposed programme aims to equip individuals with the skills and insights to manage diversity, equity and inclusion in an emotionally intelligent manner. It promotes an ethos of connection and people-centricity when dealing with diversity and inclusion. Each individual will go on journey of selfdiscovery as the course encourages a process of conscious conversation, enhanced connection, and an understanding of the intricate dynamics when engaging with diversity.

## Selling with Emotional Intelligence

“ People don't buy for logical reasons. They buy for emotional reasons. ”

*Zig Ziglar*

The Selling with Emotional Intelligence course looks beyond the conventional methods of hit-and-miss selling into the realm of selling with focused client centricity. While many techniques sell at a client rather than to a client. Selling with Emotional Intelligence revolutionises the process by climbing into the “world” of the client. It shifts focus from transactional selling to relationship selling, placing the client's needs at the centre of the process.

## Emotional Intelligence

The Emotional Intelligence course provides a holistic understanding into the complexity of emotional intelligence by looking at its origins, consequences and relevance in the workplace to allow for increased emotional and social awareness. The training engages the necessary balance between self and other, theory and application, listening and hearing, and makes available the skills to manage these balances more effectively. Along with the necessity for self-awareness and the importance of understanding others, this course will also look at:

- Self-regulation
- Self-regard and motivation
- Empathy
- Relational Intelligence



## Time Management vs Energy Management

In a highly disruptive environment, the ability and courage to confidently approach and conduct courageous conversations is a fundamental competency to be nurtured. So many engagements have inherent conflict embedded in them but need to take place in order to move forward. From experience these engagements are either avoided or had when emotion has already taken over. Managing heightened emotions and courageous conversations should be among the highest ranked management and supervisory skills so as to ensure high performance and trust. Join us as we take an approach underpinned by applied psychology and business sustainability that will enhance levels of trust and self-awareness.

- The Psychology of burnout and recovery
- The Neuro-science of energy
- The importance of self-preservation
- Tools and techniques to enhance personal energy
- Understanding the importance of psychological boundaries
- The theory of Cure vs Care

FULL COURSE OUTLINES AND OUTCOMES AVAILABLE ON REQUEST

