

**D**o you love your job – but find people get in the way or block your effectiveness? Are there some team members that you value and appreciate, and therefore allocate them most of the tasks?! What about the others who haven't bought into your vision? How do we motivate them?

This challenging and ground-breaking workshop will provide you with tools and techniques to hold those difficult conversations, turn people around, and harness the positive energy of your team to achieve targeted results in the short and longer term. Maximum recommended group size: ten.

**Your Workshop Leader: Roy Breustedt**

## LEARNING OUTCOMES

As a result of this course, participants should be able to:

- understand their own emotional drivers and how they impact on behaviour
- have more insight into how other people think, feel and behave
- be more effective as team leaders, managers problem solvers and decision makers
- be more effective in work, socially and at home

## KEY TOPICS

- managing emotions at work – your own and others'
- holding difficult conversations
- managing the problem team member
- coaching your manager to be a great team leader
- learning through feedback: up, down and sideways
- creating and maintaining successful teams

## WHO SHOULD ATTEND

This workshop is designed for people working in multi-dimensional roles, in pressure situations or where they have to balance demands of the task with team personalities and finite resources.

### **Client Quotes**

*"Excellent course and Roy is a great facilitator who makes sure everyone contributes and benefits from the course. Topics were interwoven skilfully, each supporting the overall objective. First class!"*

## **Programme Elements**

### **What is 'emotional intelligence'?**

- The story so far...

### **Understanding our emotional make-up**

- Exploring our behaviours, actions and reactions
- Developing emotional literacy; understanding self and others

### **The 5 core competencies**

- Self-awareness
- Emotion management
- Self-motivation
- Relationship management
- E-coaching

### **EI as a framework for team development**

- Improving communication through EI
- Managing and leading
- Creating a coaching culture
- Motivating others
- Giving and receiving feedback
- Developing teams and getting 'buy-in'

### **Action Planning**

Effective as a single-day, stand-alone workshop, this course is particularly rewarding when run as a **2.5 day package** as follows:

- Day One: Core Programme
- Over course of 4 weeks: two distance coaching sessions per delegate
- Follow-up training day, tailored to encompass specific issues raised during Day One and in coaching sessions.



COMMUNICATE

80 GRANGE LOAN EDINBURGH EH9 2EP • tel: 0131 555 2221 • fax: 0131 667 4587

website: [www.communicate-consultants.com](http://www.communicate-consultants.com) • e-mail: [info@communicate-consultants.com](mailto:info@communicate-consultants.com)