

## Training Workshop – Module Overview









Innesskirk's "Personal Development and Communication Skills" show you how to manage the most difficult person in the world, you!. It includes topics like understanding yourself, motivating yourself and developing discipline through some simple techniques and tools. It takes people from dreaming to doing and getting results you never thought possible

Communication skills known as "Interpersonal Skills" or "Emotional Intelligence" is focused on being aware of your own behavior and the direct or indirect impact it has on others. These skills and behaviors are unquestionably imperative for outstanding managers, supervisors, or team members.

This workshop allows you to return to the workplace with a toolbox full of effective skills that can be used to ensure your success in managing yourself and others.

Tutorial sessions, case studies, practical exercises, presentations and syndicate work make this a proactive, hands-on course.

## Workshop Objectives – Delegates Will Be Able To...

-  Understand their strengths and weaknesses
-  Understand their own sources of motivation
-  Change behaviour to take dreams to results
-  Communicate with others effectively
-  Recognize personal communication gaps
-  Build better relationships with others
-  Work in teams and contribute successfully
-  Become a more people-focused person in all tasks

## Post Workshop – IMPACT™ Program

**IMPACT™ Project** – Delegates identify a work related project during the last hour of the training that will be used as a measurable indicator of successful application and implementation of the training content.

**IMPACT™ Coaching** – The delegates participate in custom-designed coaching sessions to facilitate the completion of their **IMPACT™ Project**. Delegates document the project's life cycle and all related issues in the provided coaching booklet.

## Workshop Agenda – Day One

### WELCOME

#### Introduction And Course Objectives

Agenda begins with the introduction of course objectives, materials, methodology and pedagogy. Instructor will include the introduction of delegates through icebreaker activity.

#### Thinking Styles Assessment

As part of the course the delegates will have done a LSI – life styles assessment. This will show what thinking styles they have and show how they affect each person. What we think has a direct influence on what we achieve. This instrument will create self-awareness, show your strengths and weaknesses, which forms the basis for change and personal development.

#### Understanding Your Motivation

Why do we do things, and why do we give up so quickly something while other times we persevere. This section will clearly show how we can get from dreaming to doing and getting results. The steps we have to follow to make changes stick.

### LUNCH

#### Dream, Dare, Do

The process to get from dreaming to getting results is for most of us too long. Simple tools and techniques to get from good intentions to actual results. What you need to do before starting and what you need to do to keep the dream alive. Common habits and behavior plays an important role in why most people do not succeed. Simple enforcement and analysis tips to keep going till results are evident.

#### Conscious And Sub-Conscious Behaviour

Most of what we do has elements of sub-conscious behavior. This is why it is so hard to change current habits. How to deal with sub-conscious behavior and creating new habits is the key to success.

#### Goal Setting And Planning You Can Stick To.

How to create a plan that you are committed to and will stick to until it has been achieved. Most people use a plan and never meet its goals. They give up within two weeks. Common sense goal setting and planning steps which are effective and fun.



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## Workshop Agenda – Day Two

### WELCOME

#### Understanding Others

Building upon the start of day one, delegates learn to understand different types of people, how to build rapport with each type quickly and communicate in a clear and positive manner to develop better relationships.

#### Importance of Interpersonal Skills

Instructor reviews the basic definition of interpersonal skills and emotional intelligence; common characteristics of excellent communicators; and the overall effect of perfecting interpersonal skills; including a review of behaviors we need to adopt and common mistakes.

#### Communication And Building Better Relationships

Delegates learn to communicate in a clear and positive manner; Learn to make small talk; and understand the importance of non-verbal communication. They practice behaviors necessary to become an effective communicator, including increased awareness of self and others behaviour through communication exercises, video reflection and review.

### LUNCH

#### Understanding Why We Do What We

Learn what makes people tick, what gets them out of bed in the morning and methods to utilize this knowledge to strengthen your competences. Discover motivating factors for team members, their values and beliefs; and techniques for behavior and communication to motivate them to outstanding performance in all aspects of their jobs.

#### Behavior Styles – Individual and Team Behavior

Recognize the most common behavior styles; understand behaviour for individuals and teams; and a review of Constructive, Aggressive and Passive behaviors.

### CLOSING

Review the main points of interest of the day, identify possible work-projects and preview day three.

## Workshop Agenda – Day Three

### WELCOME

#### Communication And Guidance Skills

Day three begins with a session to practice methods to influence or guide others, recognize personal trait changes necessary to become more effective in gaining acceptance of ideas and projects of virtually any kind.

#### Coaching And Feedback Skills

Learn to coach, provide positive feedback and constructive criticism to team members to support their personal and professional development. Segment includes the practice of applying these skills to the appropriate situation, i.e. formal coaching sessions, on the job coaching, performance reviews, etc.

### LUNCH

#### Managing Conflict

Instructor leads delegates to practice managing conflict on a one-on-one basis; managing conflict between team members; communication and techniques to handle nearly any conflict situation that may arise.

#### Dealing With Difficult People And The Influence Of Culture

This segment focuses on processes to deal with difficult people; different cultures; and the impact of cultural diversity on professional interpersonal skills.

#### Identification Of IMPACT™ Project

Delegates are assigned to groups and asked to identify a project which will require the use of the new knowledge and information acquired during the workshop. This will allow the delegates to transfer the new knowledge into skills and effective work habits.

### CLOSING

Review the main points of interest for the course, deliver course administration such as: evaluation, action plan and deliver delegate certificates.



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