



Precept
management consultancy

THE PRECEPT EXPERIENCE

Elysium Resort Paphos, Cyprus; 8th – 11th November 2010

WHY NEEDED

Two core abilities one needs to possess (whether in a leadership position or not) in the 21st century are the abilities to influence people in their team or organisation and to communicate with impact.

Coaching has become the skill by which one can use in order to increase the performance of his/her team. It helps bring out the best in people in a team thus contributing toward achieving a competitive advantage because it increases productivity, quality and relations within the working environment.

Communicating with impact builds trust and cooperation even during challenging times. Without it, important information is lost, work is delayed, conflict arises and business is lost. Communication becomes a challenge when we need to persuade or influence people with a different perception, communication style, way of thinking or mentality than ours. The communication situation may become emotional and we need to learn to deal with it in an effective way without causing negative consequences.

WORKSHOP DETAILS

- Duration: Four Days, 8th – 11th November 2010, 8:30am – 5:30pm;
- Fees: R.O. 1,775 (*including workshop materials; lunch and breaks during the workshop; 5 nights accommodation with breakfast at the Elysium*);
- Venue: Elysium Resort Paphos, Cyprus (<http://www.elysium-hotel.com>);
- Presenter: Christina O'Neill, PeopleAchieve.

Please contact us for further information or click [here](#) to register

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WHO SHOULD PARTICIPATE

Managers, supervisors and team leaders whose performance depends on building strong teams, having open and honest communication for the smooth operation of their departments and units. People who are responsible for the performance of others or who rely on others' performance and therefore need to bring out the best in people.

WHAT THE WORKSHOP WILL COVER

After the training participants will be better able to:

- How to influence people to bring out their best
- How to help people increase their competence and commitment
- Coach people for improved performance
- Guide people so that they learn from their mistakes and improve
- Become aware of your style of leading people
- Become aware of your communication style
- Improve the way of influencing people
- Become aware of how others communicate towards me
- Communicate with impact
- Learn to say "No"
- Learn to express your convictions
- Learn to accept others' convictions
- Learn how to handle conflict and confrontational situations
- Develop a Win/Win attitude in communication

THE WORKSHOP

- Day 1 The Art of Influencing your People**
- 8:30-9:30 Introduction**
Bringing out the best in people: the oppressive and the organic way of influencing people
Leadership: The ability to inspire and influence people
The hidden potential of people and the role of the leader
The leader who brings out the best in people
- 9:30-12:00 Leading your team**
The situational Leader
Questionnaire: Identifying our leadership communication profiles
Analysis of the profiles
Task orientation and Support orientation
Styles: Telling, Selling, Participating, Delegating
- 10:30-10:45 Coffee**
- 12:00-13:30 Employees' development level: Competency and Commitment**
Setting goals with our employees
The need to develop flexibility in the styles of leading
Exercise: Identifying my employees' development level and the leadership style needed
Personal Action Plan: My style, its strengths and weaknesses. My personal commitment to improving my style.
- 13:30-14:30 Lunch**
- 14:30-15:30 Personal development**
The leader as a role model
Personal development techniques
Seek first to understand and then to be understood
Understanding differences in perception
Listening skills
Paraphrasing
- 15:30-15:45 Coffee**
- 15:45-16:30 Recognition and Motivation**
Hierarchy of needs
Bringing out the best in people
Giving attention
Ignoring: The biggest de-motivator
Reprimanding without tears: Giving feedback when things go wrong
Role plays
- 16:30-17:00 Plans of Action and Implementation**
Exercise: What to apply the next day
- Participants develop their action plans for the practical application of the most important elements of the program at their daily work life
- Discussion for feedback and further guidance

Day 2 The Art of Coaching

8:30-9:30

Introduction

Why coaching?
Understanding the interpersonal skills of coaching
Finding the opportunity to coach
What is coaching

9:30-11:30

Coaching Video

A real life work scenario whereby the manager gives an informal one-to-one coaching session to his supervisor
Analysis and discussion of the video

10:30-10:45

Coffee

11:30-13:30

Coaching: The problem

Introduce the subject in a non-threatening way
Use questions to clarify the problem
Establish the desire for a solution
Team role plays and team feedback (coaching each other)

13:30-14:30

Lunch

14:30-15:30

Coaching: The solution

Seek ideas
Listen actively
Check understanding
Offer suggestions
Build on ideas
Team role plays and team feedback (coaching each other)

15:30-15:45

Coffee

15:45-16:15

Coaching: The follow up

Set review dates
Summary
Team role plays and team feedback (coaching each other)

16:15-17:00

Workshop

Identify a real life coaching situation at work:

- Analyse approach
- Develop a plan of action

Day 3 Communicating with Impact

8:30-9:30 Introduction

Benefits of Communicating with impact
Being assertive
Recognising the different behaviours in communication
Questionnaire: Your communication profile

9:30-11:30 Reading yourself and others

The two dimensions: Response level/Discomfort level
Explaining the types:

- Aggressive
- Manipulative
- Passive
- Assertive

Scoring
The two-step recognition

10:30-10:45 Coffee

11:30-13:30 Self worth, self-esteem, confidence

Reasons why people behave differently
Why we behave passively-Fear, perception, rights, skills, environment, politeness, helpfulness
Why we behave aggressively-Perception, achieving results, emotional experience, self talk, culture.
Rights
Responsibilities
Locus of control
Thinking/feeling/behaving triangle

13:30-14:30 Lunch

14:30-15:30 Broken record

Technique
Manipulative comments

- Irrelevant logic
- Argumentative bait

Alternative openings
Moulded cheese exercise
Basic and Empathic (illustration)
Role plays

15:30-15:45 Coffee

15:45-17:00 Juke Box

Basic
Empathic
Discrepancy
Negative feelings
Consequence
Responsive assertion
Recognition of different types
Escalation
Role Plays

Day 4	Communicating with Impact
8:30-9:30	Introduction Icebreaker Revision Goals of day 4
9:30-10:30	Reframing Thinking Thinking errors: Faulty thinking Thinking errors: Exercise in recognition Assertive thinking Exercise Automotive thoughts influencing subconscious beliefs <ul style="list-style-type: none">• Permissions• Commitments• Affirmations
10:30-10:45	Coffee
10:45-13:30	Reframing Feelings Emotions are legitimate The feelings vessel The feeling myth Recognising emotions Negative consequences of not communicating effectively Primary and secondary learning Negative feelings assertion Dealing with feelings
13:30-14:30	Lunch
14:30-15:30	Reframing verbal behaviour Verbal language of three types Verbal techniques <ul style="list-style-type: none">• The "I" factor• Changing verbs• Changing passive into active• Changing questions into statements• Changing sweeping generalisations into real time• The three step model Exercise: Verbal behaviour Dealing with the different types Demonstration
15:30-15:45	Coffee
15:45-16:30	Win/Win Consideration and courage Common mistakes Formula Active and Empathic listening Giving criticism Receiving criticism Making requests: asking for help Refusing requests Handling conflict Implementation and Action Plans My personal commitment to change Finale

THE COMPANY

PeopleAchieve

Maximising Human Capital

their people to achieve the maximum value of their Human Capital.

Organisations are struggling to find new ways to achieve strategic advantage in an increasingly competitive economic environment. Often, they are finding that the only sustainable source of competitive advantage is to unleash the power of

Ultimately an organisation's ability to survive, grow and develop depends on its continually making the best use of its people. With TMI we have been offering world-class workshops and seminars for many years and will continue to offer outstanding seminars in Cyprus.

PeopleAchieve, a new company has been launched to cover areas outside TMI and also focus in the Middle East in the following seven areas where people need to excel in:

- Attitude, Culture & Values
- Competencies & Skills
- Highest Reputation and Trust
- Innovative Knowledge
- Effective Relationships
- Visionary Leadership & Communication
- Enhanced Processes & Systems

These are sources of competitive advantage that cannot be matched by the competitors. These add value to the assets balance sheet and share-holdings and are seen as critical intangible assets.

Both PeopleAchieve and TMI Cyprus are members of the Peter Andreou Group which has 15 years experience of helping organisations, teams and people achieve their full potential. With powerful consultancy processes, seminars and a range of tools, we have a track record of helping clients achieve success in their choice of language whether Greek or English.

The quality of our work, unique approach and outstanding reputation attracts some of the most dynamic and ambitious organisations, to work with us. We are proud to have leading multi-nationals throughout the Gulf region, Europe and Cyprus as our clients.

A total of over 25,000 people in over 250 in-house client organisations in 15 countries have attended our seminars.

We combine our resources of leading edge and innovative consultancy tools with the experience of our hand-picked facilitators, coaches and trainers, to deliver practical results to our clients - results that promote profit and balance sheet growth and solve today's real challenges. In doing so, we tap into the hidden potential and commitment of our clients' human capital to achieve outstanding measurable results.

In addition to Consultancy and In-house Processes, PeopleAchieve and TMI Cyprus offer prescheduled Public/Open workshops, in the Gulf region and Cyprus, ideally suited for the development of individuals and small teams.

PRESENTER PROFILE

Christina O'Neill

Born and bred in Cyprus, Christina lived in Cyprus and the U.K

Christina is a lively and enthusiastic trainer, whose presentations are characterised by their clarity, humour, their numerous examples drawn from her business as well as personal experience.

She graduated from Lancaster University with a B.Sc. (Hons) degree in Marketing. During that time, she became involved in a Market Research project for the National Health Service Authority in Liverpool. In 1993 she completed a Master's degree in organisational Analysis and Behaviour where she looked at the human aspect of the organisation in the change process.

Her work experience includes working as a lecturer for two years at P.A College and KES College. She taught courses in Human Resource Management, Marketing Management Advertising, and also supervised three large successful projects, two in the area of Market Research and one in the area of Human Resource Management.

Christina joined PeopleAchieve in 1996 and has spent six months preparing the presentation of PeopleAchieve programmes.

She specialises in customer service processes and culture change processes particularly in the area of dealing with customer complaints (policies, procedures, attitude and behaviour). She is also a specialist in organisational communication, managing relationships and people within the organisation. She is a facilitator in resolving problems, generating ideas and innovative thinking skills in a variety of organisations.

Through consultancy she provides solutions to business for enhancing human effectiveness.

She has been involved in projects in a number of multi-national companies including: Reuters, NCR, Lombard Natwest Bank, The Federal Bank of the Middle East, Grome Mesma, Inchcape, TNT Express Worldwide, Le Meridien, Libra Group of Companies, Toyota, A.C.Nielsen Amer, Woolworth Group, Cyprus Oils Refinery, Multichoice, Toyota, Coca-Cola, Marks & Spencer and Nest Investment.

Her experience also includes being a guest speaker in conferences in Cyprus, Dubai and Denmark.

She moved to London where she became involved in the set up and operation of cafes in Central London which was a family owned business.

This gave her extensive experience in the catering business as well as its setting up:

- Helped in the set up of a new café/restaurant in Central London (recruitment and selection, created stock control system, wastage control, cost and supplier control).
- Supervised Employees
- Responsible for the implementation of the organisational disciplinary procedures

Having moved back to Cyprus, Christina re-joined the Peter Andreou Group in 2005, as a Programme Director.