



Precept
management consultancy

PRECEPT LEADERSHIP & MANAGEMENT

Elysium Resort Paphos, Cyprus; 15th – 18th May 2012

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, 15th – 18th May 2012, 8:30am – 5:00pm;
- Fees: R.O. 1,775/ €3,675/ \$4,595 (*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 WILL BE ACCOMPLISHED

After the training participants will be better able to:

- Influence people to bring out their best
- 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 their style of leading people
- Become aware of their communication style
- Improve their way of influencing people
- Become aware of how others communicate towards you
- 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 Emotional Intelligence and Leadership**
- 8:30-9:30 Introduction to EQ and Leadership**
Goals of the programme
The effect of our emotions on our behaviour and beliefs
What is expected from a leader in an organisation?
The moods of a leader and correct management of emotions in the workplace
Research on Leadership and EQ
From Intellectual Intelligence to Emotional Intelligence
- 9:30-11:00 The Leader's Self Awareness**
To know thyself
Knowing our destructive emotions
Developing high awareness
Our strength and weakness: Exercise
The importance of being objective
The importance of being objective
A leader's self expression when reprimanding
The emotional self awareness of a leader
- 11:00-11:15 Coffee**
- 11:15-13:00 The Leader's management of emotions**
Managing our destructive emotions
Destructive emotions in the workplace: anger, fear, anxiety
The importance of self control in the workplace
The 5 elements of self control
Techniques to self control
Managing anger in myself and in others
- 13:00-14:00 Lunch**
- 14:00-15:00 Exercise: Managing emotions in the workplace**
Identify the situation (the stimuli)
Identify the emotion that resulted from the stimuli
Identify the automatic thoughts
Identify the "wrong" leadership behavior
Changing the automatic thought to more constructive-positive self talk.
Distinguish "facts" from "perception"
- 15:00-15:15 Coffee**
- 15:15-17:00 Leadership and Self Motivation**
Leadership and self esteem
Being positive
Push for success
Leadership and goals
Leadership and handling challenges in the workplace
Finding the benefits of crisis situations

Day 2

- 8:30-9:30 Introduction**
Icebreakers
Revision exercise
Day 2 goals and agenda
- 9:30-10:30 Leadership and Motivating others**
Recognition and its importance: some studies
Helping people in the workplace bring out their best
Leader's emotional bank balance with his/her people
Types of recognition: positive, negative and zero
How to reprimand and criticise our people without lowering their self esteem
- 10:30-10:45 Coffee**
- 10:45-13:00 Leadership and Managing Emotions in others**
Listening Skills
Empathic skills of leaders and success
Levels of listening
Using listening to coach people
Listening skills exercise: helping people come out with the solutions to their problem without expecting the boss
- 13:00-14:00 Lunch**
- 14:00-15:00 Leadership and Social Skills**
Creating rapport with my team
Using pacing as a communication tools to create rapport with members of staff
Exercise: The ABC pacing/dis-pacing exercise
Creating trust
Levels of trust
- 15:00-15:15 Coffee**
- 15:15-16:00 Toxic Leadership**
Type of leaders without Emotional Intelligence
Their characteristics
Tyrant, Emotionally Illiterate, Manipulative
- 16:00-17:00 Types of Leaders with EQ characteristics**
Authoritative
Democratic
Affiliative
Pacesetter

Day 3 Leadership Communications Skills**8:30-9:30 Introduction**

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

9:30-10:30 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: A Leadership Technique to be used in certain circumstances**

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 Leadership options for communicating with employees**

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

- Day 4** **Creative Problem Solving Techniques:
Facilitating Problem Solving meetings with your Team**
- 8:30-9:30** **Introduction**
Icebreaker
Rules, Goals, Agenda
Introduction to the Brain
The Brain and Problem Solving
Power of Brain
- 9:30-10:30** **Creativity and Problem Solving**
To find one good solution to a problem you need to have generated dozens of others
Definition of creativity
Exercise: How many uses can you find for a...?
Exercise: Non-uses
Challenge of non-uses
- 10:30-10:45** **Coffee**
- 10:45-12:00** **Obstacles and Barriers to Problem Solving**
Killer Phrases
The different cultures
Definition of the problem
Timing
Organisational Hierarchy
Obstacles on the workplace
Exercise: Identifying and Overcoming our obstacles
- 12:00-12:45** **The Problem Solving Process: The Metaplan Technique**

Definition of the Problem and Group discussion: How does the team perceive the problem?
Matching perceptions
Idea generation: The group, using a selected problem solving technique, generates solutions.
Idea Evaluation: The team, following a decision making process, evaluates and selects the best idea
Action Plan: The team prepares a practical implementation action plan on the solution selected.
- 12:45-13:30** **Group Problem Solving sessions**
Some guidelines
Accepting and encouraging a variety of ideas
Multicultural groups
Groups with different background and experiences
The environment and surroundings
- 13:30-14:30** **Lunch**
- 14:30-15:30** **Brain Maps-Problem Solving Technique 1**
What are the brain maps
The principles of brain mapping
How the brain works
A “dump” Brain Map
- 15:30-15:45** **Coffee**
- 15:45-17:00** **The Ishikawa Technique to Problem Solving**
Finding the root of the problem: the cause that produces the effect
Factors to consider: Human Factor, Skills, Suppliers, Processes, Systems, Policies
Practice Exercise and Presentations
Presentations

THE COMPANY



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'S 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.