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# People-Centric

*Transforming People  
&  
Organisations*

Learning Solutions  
Directory  
2024

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# Introduction

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At People-Centric we focus on delivering unique brain friendly blended learning and development solutions which transform people and organisations, create high performance environments, boost performance and ultimately improve the bottom line. Many of our modules are internationally accredited. All of our programmes are designed and delivered to Make a Difference!

## **Inspiring exceptional performance in business, for life**

We do this with our 30 year consulting and training pedigree, focusing on the critical result areas you target to build value over the short and the long term such as performance, mind-set, operational, engagement, mental toughness, future focus mind-set, sales and customer satisfaction .

## **Global presence, local support – the best of both worlds**

With offices in the Middle East and Asia, we are continually developing global best practice for multi-country, regional and local solutions.

## **People-Centric Middle East Office**

Our Middle East Office opened in the UAE in 2012, since then we have grown to a faculty of 10 employees , supported by over 20 People-Centric facilitators globally. Our client list includes both government and private sector clients in almost every vertical market sector. The majority of our UAE core team are from the UK or Australia and have been based in the UAE for a number of years.

## **People-Centric Asia Office**

We opened our Asia office in 2021 in Indonesia to support our customers deliver their strategy and business objectives. Our Asia team have a minimum 10-years experience of working in the region, including Singapore, Indonesia, Hong Kong, China, Thailand, India, Bangladesh and Malaysia.

Our team of passionate and qualified learning and development professionals have proven industry experience within sectors such as Finance, Government, Energy, Aviation, Oil and Gas, Hospitality, Technology, Retail and Shipping (Cargo). Everyone who works for People-Centric share our philosophy of 'Making a Difference' in every training delivery or consultancy project we do.

# Business Impact (ROI)

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Talent development is vital to sustainable business growth and success. Organisations go through lengthy processes to recruit and onboard qualified and suitable employees, but often the emphasis stops there, with some business leaders disregarding the importance of developing their employees and nurturing their potential. Over the past few years, the world of work has been disrupted, initially and gradually, by the onset of the fourth industrial revolution and this disruption was accelerated by the impact of the COVID-19 pandemic.

With the advent of the fourth industrial revolution the staggering ramifications of the rapid integration of technological disruption and digital transformation has resulted in many businesses struggling to keep up with rapid innovation in the workplace. This, combined with widening skills gaps and the great resignation is why actively investing in employee training and development is essential for both the growth of the business and the workforce that propels it. Filling the company's skills gaps through the upskilling and reskilling of individuals or groups of employees, could be the difference between thriving or barely surviving through any change.

## How our workshops/programmes positively impact your business

- **They enhance employee performance**, boost employee productivity, reduce employee turnover and improve company culture.
- **Investing in your employees' professional development is not only vital for team retention**, but learning and development professionals worldwide have reported that they're observing a stronger appetite for upskilling than ever before.
- **Future Ready**. Having established leadership development programmes ensures that a business is always considering future organisational goals and succession planning by preparing promotable talent.
- **Employee Empowerment**. Recent research shows that leaders who inspire, ignite people's imaginations, and mobilise them with a compelling vision are more impactful than managers who simply focus on the bottom line.
- **Increased Workplace Engagement**. Regular development initiatives can help keep employees motivated, while frequent training programs will also establish regular re-evaluation of employees, skills, and processes.
- **Create a Strategic Development Plan**. According to the World Economic Forum, 50 percent of employees will need to be reskilled by 2025. As the skills gap continues to widen, employers need to take the initiative in training employees to reskill and upskill them. The steps involved in creating a development plan begin with establishing business goals. Upskilling and reskilling efforts can sustain and fuel company growth. In planning for future growth, People-Centric can help create training solutions that are future focused and target those goals.

# Methodology & Approach

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Our preferred overall approach to a project follows 4 key phases of activity:

## 1. Measure and Assess, Engage & Excite



## 2. Deliver Blended Solutions



## 3. Embed the Learning



## 4. Evaluate the Results (ROI)



Our modules are designed to be highly participative and fluid which will take participants on a journey of self-discovery and self-management using a variety of proven activities and methodologies. We apply neuroscience and psychology for improved learning and positive behavioural change. Our research has shown that multiple experimental learning paths with an additional mind-set element lead to significant changes in behaviour, ownership and performance. We use a completely blended approach including online knowledge transfer and assessment, if required.





# Engagement & Learning Principles

## Making a difference

### 1. Purpose and strategy focused

Our programmes and modules need to be purpose/strategy-driven and in-line with the organisation's strategic goals and objectives. We will spend quality time to truly understand your needs and your organisations culture, purpose and strategy.

### 2. Help people want to learn

Participants need to fully engage in the programme activities if they are to maximise their potential learning and create positive behavioural change back in the organisation. The programme must therefore promise something that is recognised as attractive in terms of each participants' own future. They must see the purpose and just as important, it must drive curiosity. Dopamine, a brain chemical, is released when participants are curious, and can be quite addictive. The majority of our programmes start by creating a growth mindset before we start building new skills.

### 3. Facilitate the transfer of learning

Learning is not the same as delivering content in a knowledge dump (death by Power-point), it's a process that takes place over time in a participant's head and body. Our programmes are designed to facilitate reflective learning and how learns can be applied back in the organisation. Raising awareness around positive changes in behaviour and habits using neuroplasticity.

### 4. Create a safe learning environment

We want to engage people's senses by creating attractive thought-provoking content. Exploration and playfulness increase creativity and brain plasticity and help participants become open to new ideas as well as creating their own.

### 5. Give the big picture first, then the details

Offering participants a 'big picture', i.e. a carefully structured overview of the programme and the opportunities it presents, is important to both encourage and prepare them for learning. We do this both at the beginning of the programme and at the start of each day, as well as at the beginning of many individual activities.

### 6. Start with what participants already know and then measure ROI

Participants will arrive at each module with existing capability, knowledge and skills. It is important that we acknowledge and build upon these, taking care to notice and give real-time feedback on any small improvements and incremental steps towards larger goals. Often, we will use our mobile real-time feedback tool to do this. Prior to commencement of the programme, participants will agree the winning behaviours/competencies required to excel. These behaviours will then be added to the mobile feedback app to give and receive anonymous feedback. We are highly committed and passionate to ensure we can measure the ROI of the training and its positive impact in the organisation.

### 7. Make learning more multi sensory, making it more 'sticky'

The overall programme is carefully designed to engage and balance all seven 'intelligences'. We often use a number of different experiential activities to illustrate key principles and concepts to both reinforce and vary the learning process for each participant. Testing in a safe environment is also a key point of the learning process and active recall beats passive recognition every time.

# Solutions

## Our Solutions

We create learning and development solutions that immediately engage the learner by absorbing them in highly relevant activities. We use innovative blended solutions, gamatars, game-based learning and powerful /proven training methodology to ensure that your greatest resource (your employees) build self-belief, willingness and ability to deliver your business objectives.

With our passion, we help organisations achieve results that require a change in human behaviour in the following areas of expertise:

- Leadership
- Management
- Teams & Individual
- Sales & Service
- Learning Resources & Tools  
*For Leaders, Managers, Teams & Individuals*
- Performance Coaching
- Key Notes & Events

# Leadership

## Carrying Out Critical Conversations

### Overview

Our 'Critical Conversations' workshop equips participants with the mind-set and skillset required to have productive, real conversations that drive the right outcomes. This highly interactive workshop develops the vital business skill of being able to turn every conversation, with even the most difficult of individuals, into an opportunity for growth and improvement. The workshop includes relevant business real plays to help participants practice the skills learnt on the workshop.

### Outcomes

By attending this 1-2 day workshop participants will:

- Be able to follow a highly effective model in carrying out difficult conversations.
- Be prepared for high-stake/high risk conversations.
- Assess and identify their conflict style.
- Learn how to keep important relationships intact.
- Have confidence and empowering beliefs to have difficult conversations.
- Be able to manage emotional reactions during difficult conversations.
- Learn how to step into another person's shoes and see a different perspective.
- Be able to manage emotions such as frustration, hurt, anger and fear.
- Transform negative feelings into powerful dialogue and foster communication skills to achieve business objectives.
- Learn how to make it safe to talk about almost anything.
- Recognise signs when a conversation is no longer safe and how to put it back on track.
- Become proficient in turning difficult conversations into an opportunity to achieve more.
- Produce a relationship action plan to successfully carry out difficult conversations.

### Business Benefits

Through this workshop the business will benefit from early and effective resolution of conflict, producing stronger, long-term relationships both internally and externally. Tough messages can be communicated, as participants learn how to make it safe for difficult conversations to occur.



8-20  
participants



Anyone in a  
supervisory or  
leadership  
role



1 – 2 days



Classroom/  
Virtual  
delivery



# Leadership

## Leadership 4.0

### Overview

We are operating in a Volatile, Uncertain, Complex and Ambiguous (VUCA) world where new technologies, ways of working and 'players' regularly change the rules and sometimes the 'game' itself. Our Leadership 4.0 programme will provide insights and prepare participants to inspire, empower and create a culture of agility, resilience and innovation. While some may be overwhelmed by the complexity of this disruptive world, we see this as an exciting time for bold and forward-thinking leaders to make a real difference.

This intensive, highly interactive programme combines proven-in-action techniques, peer interaction, psychometrics, real time feedback, gamification and insights from the latest research to help participants master the competencies required to lead and thrive in 'Industry 4.0'.

The Leadership 4.0 Series consists of 10 stand-alone modules so the journey can be fully tailored to address your organisation's specific needs. The programme can be delivered virtually with additional online knowledge transfer or face to face.

The programme also contains pre and post knowledge transfer and assessment including: 360 assessment; mental toughness assessment; work-based assignment and an immersive learning leadership game to address and develop key VUCA workplace competencies including breaking silo mentality; collaboration; teamwork; creative and big picture thinking.

### Topics (can be tailored to an organisations specific requirements)

- Creating a 4.0 Culture; Trust, Empowerment, Accountability, Purpose.
- Leading Effectively in a Disruptive World.
- Mentoring and Coaching Masterclass.
- Managing Complexity and Ambiguity.
- Create an Agile/Change Culture.
- Cultivate Innovation.
- Tough Minds for Tough Times (Mental Toughness Assessment).
- Adaptive Intelligence.
- Advanced Communication (Hybrid Teams).
- Strategic Thinking and Acting (Business Simulation).



8-16  
participants



Middle  
management/  
senior  
leadership



10 modules  
delivered  
over an  
agreed period



Classroom/  
Virtual  
delivery

# Leadership

## Leading Effectively In A Disruptive World

### Overview

An engaging workshop which equips participants to have the courage to lead a radical transformation; gain traction across the organisation, collaborate and network with ease internally and externally, along with helping them to address their fears and insecurities in others whilst building resilience and restoring confidence. The workshop also includes how to effectively lead hybrid teams.

### Topics

- Understanding Volatile, Uncertain, Complex and Ambiguous (VUCA).
- The key principles to lead people, teams and the organisation through VUCA.
- L.E.A.P competencies of effective leadership.
- Collaboration in place of command and control.
- Relationship building and networking.
- Too many bosses, too few leaders.
- Connecting strategy & purpose to everyone.
- Leading and engaging a multigenerational workforce.
- Six skills needed for effective collaboration in the workplace.

### Outcomes

By the end of this module participants will be able to:

- Recognise and address fears and insecurities in themselves and others during periods of transition.
- Develop and implement a strategy that truly inspires and mobilises people.
- Lead with purpose in a world of uncertainty.
- Apply techniques to lead, motivate and inspire participants to their full potential.
- Learn how to get buy-in from stakeholders, know how to persuade different parties and how to alter the approach to fit the situation and individual.
- Coach and mentor others to combat/control uncertainty and build accountability.
- Develop L.E.A.P competencies for effective leadership.
- Position concepts and ideas to gain traction on ideas.



8-16  
participants



Leaders or  
experienced  
managers



3 x 3 hours  
virtual  
delivery or 2  
day workshop



Classroom/  
Virtual  
delivery

# Leadership

## Mentoring & Coaching

### Overview

This two day highly interactive workshops introduces participants to mentoring and coaching and shares best practices for establishing and managing a successful mentoring programme. During this workshop, participants will further develop key mentoring/coaching power skills through practice in order to ensure a positive and productive mentor-mentee relationship.

### Topics

- Self awareness & building a strong foundation
- Impact of cognitive biases in coaching
- Difference between coaching & mentoring
- The coaching journey
- Carrying out coaching conversations
- Power skills tool kit
- Feedback. SBI
- Mentoring process and conversations
- Relationship management tools
- Record and measure

### Outcomes

By the end of this module participants will be able to:

- Explain the relationship between mentoring and coaching.
- Describe the role of mentor and role of protégé(mentee).
- Discuss the guidelines for making sure mentoring and coaching is successful
- Use a variety of power tools to establish, influence, growth and development.
- Explore the values and attitudes necessary for coaching and mentoring.
- Give honest feedback and encourage learners to develop a self-critical approach.
- Troubleshoot common problems in the relationship between mentor and protégé.
- Prepare strategies around cross-cultural mentoring.
- Develop a plan for individual coaching and mentoring within a team environment.



12  
participants



Leaders or  
experienced  
managers



2 days



Classroom/  
Virtual  
delivery

# Leadership



12  
participants



Leaders or  
experienced  
managers



3 – 8 hours



Classroom/  
Virtual  
delivery

## Creating a 4.0 Culture; Trust, Empowerment, Accountability

### Overview

Participants learn how to design, create and manage multi-disciplinary teams, how to bring together diverse capabilities and mind-sets to form high performing innovative teams, and how to create the right habits and foster deep collaboration.

### Topics

- The skills required to thrive in fourth industrial revolution.
- What leadership 4.0 is and why it's key in today's world.
- Engagement focus in place of autocracy.
- Culture and its impact on performance and outcomes.
- Cultivate your reputation for extreme trust.
- Learning to let go and empower others.

### Outcomes

By the end of this module participants will be able to:

- Understand why we need to radically rethink how we view work, how we define companies, how we motivate, and how we lead.
- Articulate the skills and behaviours that are required to create a high performing team in a 4.0 culture.
- Enhance their profile to be seen as a confident, trustworthy industry 4.0 leader.
- Demonstrate key communication principles that ensures understanding and builds trust.
- Apply techniques that foster deep collaboration and trust in others especially during times of uncertainty.
- Demonstrate six ways to empower others to succeed.

# Leadership

## Cultivate Innovation



14  
participants



Leaders or  
experienced  
managers



3 – 8 hours



Classroom/  
Virtual  
delivery

### Overview

Our Cultivate Innovation workshop develops participants to be able to generate and encourage novel ideas and embed a culture of continuous process improvement to improve the customer experience and business performance. It helps them to anticipate future digital innovations and look for opportunities to enhance existing approaches and processes.

### Topics

- Building innovation from the business unit up.
- Common characteristics of truly innovative companies.
- What innovative leaders do right.
- Cognitive readiness.
- Experimentation over simple solutions.
- Build teams of creative thinkers with diverse backgrounds.
- The impact of poor leadership on innovation and how to change it.
- How to embed a culture of continuous process improvement.

### Outcomes

By the end of this module participants will be able to:

- Identify and overcome cognitive biases that get in the way of innovation.
- Break down hierarchies that sap creativity.
- Recognise people with an innovative mindset who want to change things.
- Learn to let go of old ways of thinking and be open to new ways.
- Practice using a variety of proven tools to increase innovation and creativity.
- Create an innovation lab to generate new ideas and approaches.
- Apply techniques to foster innovation in others.



# Management

## Management Essentials

### Overview

Managing people is the essence of organisational effectiveness yet many managers enter management from a technical background with little or no previous experience of managing people. This workshop equips managers to make the transition and ensures they are able to maximise the performance of their people and achieve positive results by ensuring that all team members make an effective contribution to their organisation's strategy.

### Outcomes

Outcomes are tailored to address the organisation's requirements, but will largely ensure that by attending this 3-4 day practical and interactive workshop, participants will be able to:

- Unite team members around a common vision/purpose and shared goals.
- Fulfil the role of the manager to develop their team members.
- Give feedback on performance, including dealing with poor performers.
- Differentiate between management and leadership styles to maximise results.
- Apply skills in workplace counselling and joint problem-solving.
- Use influencing styles and skills, and motivation strategies.
- Handle conflict and deal with difficult people, including behaving assertively.
- Work with teams and manage meetings effectively, including hybrid teams.
- Demonstrate effective listening, questioning, probing and feedback skills.
- Understand and manage self-motivation and group motivation.
- Analyse people-related problems and use a range of tools to help solve them.

### Business Benefits

This workshop will enable managers to achieve measurable improvements in business performance, change their management behaviour, leading to effective management of people and enable them to implement business improvements through agile thinking.



8 – 16  
participants



All levels



3 – 4 days



Classroom/  
Virtual  
delivery

# Management

## Harnessing Emotional Intelligence

### Overview

Why do smart people fail? Why do technically brilliant individuals have trouble managing others and collaborating on a team? It is not because they lack intelligence or technical skills. Far from it. What they lack is a critical level of Emotional Intelligence (EI) and the ability to manage their own emotions and others' when they are under pressure. During this workshop, participants learn and practice a wide range of proven interventions to develop each of the four quadrants of the Emotional Intelligence framework; Understanding Self; Managing Self; Social Awareness and Relationship Management.

### Topics

- What emotional intelligence is, how it impacts decision making and interactions.
- Managing and adapting emotional behaviours that impact leadership.
- Building rapport consciously.
- Integrating empathy to promote strong and trustworthy relationships.

### Outcomes

By the end of this intensely practical workshop participants will:

- Discover what emotional intelligence (EI) is and why it matters in today's world.
- Assess and understand their Emotional Intelligence.
- Learn and apply proven interventions to develop each of the four EI Quadrants and Mental Resilience.
- Learn how to manage behaviours that hold them back from achieving optimal performance; Outburst; Anger and Stress (Emotional Hijack).
- Understand the key strategies for building and maintaining energy levels.
- Learn how to utilise emotional strengths to build effective and productive business relationships.
- Discover how to read people accurately, hear what they are 'really' saying and improve social awareness.
- Be able to build rapport quickly and effectively in a disconnected world.
- Learn how to switch off the internal voice.



12  
participants



All levels



3 – 8 hours



Classroom/  
Virtual  
delivery

# Management

## Valuing Diversity & Nurturing Talent



12  
participants



All levels



3 – 8 hours



Classroom/  
Virtual  
delivery

### Overview

Leading multicultural and diverse skilled teams; valuing diversity; embracing differences; empowering and motivating others; identifying and growing talent results in maximising individual and team performance. This workshop explains the business case for diversity and inclusion and equips them to build high performing teams.

### Topics

- Creating a high performing team.
- The business case for diversity and inclusion.
- Understanding unconscious bias and its impact on performance.
- Recognising and growing talent.
- Communication styles. Coloured Brain Assessment.
- Empowering and motivating others.

### Outcomes

By the end of this thought provoking yet practical workshop participants will:

- Understand how diversity goes beyond race, gender, age and other observable differences and identify unconscious bias.
- Understand diverse cultures, cross-cultural communication and the use of power bases between groups.
- Be able to apply techniques to lead and inspire multicultural teams.
- Recognise the needs of generation X, Y and Z to nurture talent and maximise potential.
- Explain and adapt their communication style using business chemistry to achieve desired outcomes and improve relationships.

# Management

## Driving for Results

### Overview

To deliver value for the organisation, managers need to remain focused on business outcomes and manage resources, monitor progress, set SMART performance goals and objectives for themselves and their team, monitor progress, whilst constantly and building the right relationships. This workshop equips managers with the tools and techniques to drive and achieve results, whilst ensuring their team remain engaged.

### Topics

- Performance coaching.
- Effective meetings.
- Time management
- Monitoring and measuring performance.
- Results focused performance discussions.

### Outcomes

By the end of this thought provoking yet practical workshop participants will:

- Set and manage SMART goals for themselves and others.
- Apply three feedback techniques to improve performance.
- Conduct productive meetings, with a clear agenda and specific outcomes.
- Facilitate performance based discussions to drive performance.



12  
participants



New  
managers



3 – 8 hours



Classroom/  
Virtual  
delivery

# Management



8 – 20  
participants



All levels



1 day



Classroom/  
Virtual  
delivery

## Coaching for Peak Performance

### Overview

Coaching for Peak Performance transforms managers into successful team coaches who can empower their people to work more effectively together. Using focused participation to explore how effective people managers coach and develop teams, participants are encouraged to question their perceptions, cognitive biases and beliefs about individuals and to structure feedback and expectations in the context of future potential rather than past performance.

### Topics

- Understand peak performance coaching.
- Change limiting beliefs and barriers.
- Communicating performance expectations.
- Identifying your individual coaching challenges.

### Outcomes

By attending this workshop participants will be able to:

- Use a coaching paradigm to constantly unlock individual potential.
- Capitalise on, and access, the management skills they have learned.
- Act as an effective coach with the ability to assess and use the right techniques for individual situations.
- Develop a performance-focused and performer-centred coaching style that encourages personal responsibility and independence.
- Spend time helping people clarify positive goals that will inspire the commitment and ownership to achieve them.
- Structure feedback to create a motivating learning experience rather than a judgemental experience that generates a defensive response.
- Use a question-centred approach to clarify the learner's reality of each issue.
- Encourage participants to explore options and multiple solutions to challenges.

### Business Benefits

Through the development of a coaching culture an organisation will achieve stronger, more effective, relationships between managers and teams, improving motivation and trust. This in turn raises job satisfaction and facilitates the transformation of the workforce into a successful, high performing team.



# Management



8 – 20  
participants



All levels



1 - 2 days



Classroom  
delivery

## Ignite your team's innovative thinking with LEGO® SERIOUS PLAY

### Overview

Build your way to better business through LEGO® SERIOUS PLAY®. This is a facilitated experiential process that is designed to enhance engagement, business performance and strategic innovation in organisations. In essence these workshops help participants to more easily communicate complex ideas in simple Lego forms.

### Topics

- The roadblocks to Innovation within
- Business case for innovation
- Enabling creativity.
- Fostering a fail fast learn faster mind-set/culture.
- Logical versus lateral thinking.
- Tools and methods for generating ideas.

### Outcomes

Outcomes are tailored to address the organisation's requirements, but will largely ensure that by attending this 1-2 day innovative workshop, participants will develop their all-round leadership skills and be able to:

### Business Benefits

The structured process the participants learn elicits deep thinking, powerful story telling, authentic collaboration and problem solving of complex challenges that organisations, businesses and communities face and participants leave this workshop equipped to be more innovative and adaptive to deliver value for their organisation.

# Management

## Managing Complexity & Ambiguity

### Overview

Randomness and uncertainty play an increasingly greater roles in determining business success. During this workshop participants learn how to minimise the impact of digital disruption, manage uncertainty; maintain focus and operate effectively even when there is a lack of clarity, and they develop their ability to address complex issues/problems in the absence of the full picture/information.

### Topics

- Working with complexity and ambiguity.
- How to focus evaluation of initiatives on the inputs, not just the output.
- How to define uncertainty in your organisation and turn this to understanding.
- How to enhance adaptability.
- Embracing digital disruption and planning for it.
- Addressing complex issues/problems in the absence of the full picture/information.

### Outcomes

By the end of this workshop participants will be able to:

- Explain what digital disruption is and how it impacts the business environment.
- Shift their thinking based on new information or demands, letting go of and replacing habitual or out-dated views.
- Prepare of multiply outcomes.
- Find and rely on the predictable elements of the situation.
- Ask questions in order gain clarity/understanding and be comfortable with not having all the answers and be able to act without the complete picture.



12  
participants



All levels



3 – 8 hours



Classroom/  
Virtual  
delivery

# Management

## Time & Priority Management



8 – 20  
participants



All levels



1 day



Classroom/  
Virtual  
delivery

### Overview

The starting point to effective time and priority management to understand the importance of time and the common time management obstacles, including mind-set! This 1 day practical workshop helps participants gain greater clarity, greater capability, and greater confidence which in turn enables them to be more focused and productive ultimately achieving bigger goals, reducing procrastination and increasing productivity.

### Topics

- Definition and importance of time.
- Common time management obstacles including mind-set.
- Analysing and organising work.
- Time management tools.
- Eliminating wasted time.
- Improving efficiency.
- Priorities and allocating tasks accordingly.
- Reducing 24hr days.

### Outcomes

By the end of this workshop participants will be able to:

- Identify the factors including mind-set that prevent them from effectively managing their time.
- Introduce techniques for determining what's important and what is not and tools for keeping track of tasks.
- Manage time bandits with the right way to say no.
- Set up meetings to be effective and results focused.

### Business Benefits

This workshop helps participants achieve greater clarity, greater capability, and greater confidence which in turn enables them to be more focused and productive ultimately achieving bigger goals, reducing procrastination and increasing productivity.

# Management



12  
participants



All levels



3 – 8 hours



Classroom/  
Virtual  
delivery

## Cognitive Readiness

### Overview

Cognitive readiness is the mental preparation (including skills, knowledge, abilities, motivations, and personal dispositions) an individual needs to establish and sustain competent performance in the complex and unpredictable environment of modern military operations.

During this stimulating workshop, participants learn how to recognise and regulate their emotions, how to manage and focus their attention, connect the dots and see the big picture, along with improving their communication skills.

### Topics

- What is cognitive readiness?
- Understanding neuroplasticity.
- Assessment of Mental Toughness using MTQ48 Tool.
- Mental toughness in leadership.
- Recognising and regulating thoughts to ensure optimum outcomes.
- Performing at a 10. Optimal State.

### Outcomes

By the end of this module participants will be able to:

- Identify a minimum of three personal cognitive biases and their impact on performance/outcomes
- Demonstrate three techniques to stay in a resourceful state and deliver optimum results
- Apply three proven tools to challenge limiting beliefs
- Create a development plan to improve a minimum of two development areas mentioned in their MTQ48 assessment
- The starting point to effective time and priority management to understand the importance of time and the common time management obstacles, including mind-set! This 1 day practical workshop helps participants gain greater clarity, greater capability, and greater confidence which in turn enables them to be more focused and productive ultimately achieving bigger goals, reducing procrastination and increasing productivity.

# Management

## Delivering the Vision

### Overview

This workshop equips participants with the ability to understand the vision, mission and organisational strategy, and how to link long range visions and concepts to daily work by translating these into business plans which are delivered and add value to the organisation.

### Topics

- Strategic deployment matrix.
- Strategy through dialogue model.
- Kotter's eight step change model.
- The persuasive cycle in presenting an idea.

### Outcomes

By the end of this workshop participants will be able to:

- Apply the strategic development matrix.
- Articulate the eight steps of the strategy through dialogue model.
- Understand the change process and be able to think critically in relation to obstacles to change.
- Implement what they have learnt back in the workplace to support the delivery of the vision within their organisation.



12  
participants



Suitable for  
those  
responsible  
for  
implementing  
strategy



3 – 8 hours



Classroom/  
Virtual  
delivery



# Management

## Creating an Agile/Change Culture



12  
participants



All levels



3 – 8 hours



Classroom/  
Virtual  
delivery

### Overview

Imagine your team working and collaborating towards their organisation's goals/purpose as one cohesive unit. No longer being frustrated with misalignment, mistrust or mixed messages. Having an open and honest culture where feedback is open and owned. This can all become a reality, building on Patrick Lencioni's best-selling book, *The Five Dysfunctions of a Team*. This workshop investigates each critical element of an aligned and productive team through immersive team learning and activities.

### Outcomes

Workshop objectives and activities are agreed prior to the workshop commencing to align to the specific needs of the organisation to ensure that by the end of workshop participants will:

- Know how to build trust.
- Have developed their self-awareness.
- Be able to use a model to manage and resolve conflict.
- Communicate effectively and with clarity.
- Gain commitment through effective communication.
- Embrace accountability.
- Be confident in carrying out difficult conversations.
- Be focused on results.
- Collaborate effectively.

### Business Benefits

This workshop maximises an organisation's human resources by getting people to really work and think as a team, as opposed to a group of individuals simply working collaboratively - a team will always outperform a group of individuals. Personal motives will be pushed to the side to allow the team motive to succeed. Encouraging faster, more open, communication that positively impacts business performance.

# Team & Individual

## High Performing Teams

### Overview

During this highly interactive workshop, participants learn how to bring together diverse teams with differing mindsets and capabilities to form cohesive high performing teams, and how to navigate complex organisational policies and processes, break down silos and encourage collaboration and sharing. Participants develop their ability and confidence in embracing and encouraging experimentation and how to learn from both successes and failures.

### Topics

- What an agile and change culture is.
- Remain agile and strive to respond quickly.
- Hierarchical decision-making and cultural rigidities.
- Changing culture by changing habits.
- Adaptive intelligence.
- Five steps toward achieving an agile ideology.
- How to destroy knowledge silos and build information bridges.

### Outcomes

By the end of this module participants will:

- Understand what an agile and change culture is.
- Be aware of hierarchical decision-making and cultural rigidities.
- Embrace changing culture by changing habits.
- Develop a Fail Fast Learn Fast Mindset.
- Apply five steps toward achieving an agile ideology.
- Implement techniques to destroy knowledge silos and build information bridges.



8 – 20  
participants



All levels



1 – 2 days



Classroom  
delivery

# Team & Individual

## Immersive Learning – Team EVVIVE

### Overview

EVVIVE is an immersive learning programme that provides an opportunity for participants to strategise, plan and execute along with other managers and leaders. Its premise is to simulate a series of situations and show consequence of actions, leading to the development of key management and leadership competencies.

The entire game-play takes place over 2-3 hours and is dependent on the decisions made by the team. A decision made at the onset of the game has the potential to impact the way in which the entire game unfolds. As the game progresses it evolves with its protagonists and presents tougher challenges along the way.

Post game includes a deep dive debrief on the team's performance to identify strengths and development areas for the team. Behaviours demonstrated in the activity are then correlated with to the organisation and how this helps or hinders delivery of the organisation's strategy and objectives.

### Outcomes

The game has different levels of difficulty and can be calibrated to the level and experience of the group but overall, by the end of the 2-3 hour session participants will have developed their:

- Adaptive intelligence.
- Communication skills in today's world.
- Collaboration skills.
- Ability to break a silo mentality.
- Agile thinking and acting.
- Decision making ability when faced with high levels of uncertainty and ambiguity.
- Emotional intelligence when socially disconnected.
- Strategic thinking.
- Ability to create high performing hybrid teams.
- Understanding of how to thrive in a VUCA world.



8 – 12  
participants



All levels as  
the session  
can be  
adapted



2 – 3 hours



Classroom/  
Virtual  
delivery

# Team & Individual

## Presenting with Impact & Gravitas

### Overview

This blended 1 day workshop, supported with 2 x 1:1 tailored coaching sessions, is designed to help participants feel more confident about public speaking and develop core skills for presenting to different audiences with authority and confidence. From large audiences, to high pressure meetings, sales pitches to speaking on camera, participants are equipped to present with impact and gravitas.

### Outcomes

By attending this workshop participants will:

- Know how to develop a new mindset around public speaking so they feel more confident about seeking out opportunities to present / lead.
- Be able to use the 7 Observables to create the desired impression.
- Develop empowering beliefs to build confidence.
- Practice using the 9 Planning Steps for the pitch/presentation.
- Recognise the Customer/Prospect Analysis and its relevance.
- Be able to set clear presentation/pitch objectives.
- Learn a variety of powerful tools to influence the audience to achieve the desired objective.
- Know how to structure the pitch/presentation for maximum effect and outcome.
- Feel confident in delivering presentations with impact and gravitas.
- Create the right impression through impactful body language.
- Learn tips on presenting to senior people with big egos to get the message across and achieve the objective.
- Be equipped with tips and hints how to do a professional presentation on Zoom or Teams.



8 – 20  
participants



Anyone who  
is required to  
do  
presentations  
including  
sales pitch



1 day,  
supported  
with 2 x 1:1  
tailored  
coaching  
sessions



Classroom/  
Virtual  
delivery &  
online  
learning  
videos

# Team & Individual



8 – 20  
participants



All levels



1 day



Classroom/  
Virtual  
delivery

## Time & Priority Management

### Overview

The starting point to effective time and priority management to understand the importance of time and the common time management obstacles, including mind-set! This 1 day practical workshop helps participants gain greater clarity, greater capability, and greater confidence which in turn enables them to be more focused and productive ultimately achieving bigger goals, reducing procrastination and increasing productivity.

### Topics

- Definition and importance of time.
- Common time management obstacles including mind-set.
- Analysing and organising work.
- Time management tools.
- Eliminating wasted time.
- Improving efficiency.
- Priorities and allocating tasks accordingly.
- Reducing 24hr days.

### Outcomes

By the end of this workshop participants will be able to:

- Identify the factors including mind-set that prevent them from effectively managing their time.
- Introduce techniques for determining what's important and what is not and tools for keeping track of tasks.
- Manage time bandits with the right way to say no.
- Set up meetings to be effective and results focused.

### Business Benefits

This workshop helps participants achieve greater clarity, greater capability, and greater confidence which in turn enables them to be more focused and productive ultimately achieving bigger goals, reducing procrastination and increasing productivity.



# Team & Individual

## Tough Minds for Tough Times



8 – 16  
participants



All levels and  
content will  
be adapted



1 day



Classroom/  
Virtual  
delivery

### Overview

Our mental toughness development workshop 'Tough Minds for Tough Times' uses a blend of experiential learning and encouragement of purposeful practice and reflection. Mental toughness is a measure of individual resilience and confidence that may predict success in sport, education and the workplace. Mental toughness is frequently used colloquially to refer to any set of positive attributes that helps a person to cope with difficult situations.

An intensely practical 1 day workshop with sophisticated, leading-edge 'psychology of success' content designed to create a profound experience for attendees. Each participant will have an opportunity to practice actual cognitive-behavioural psychology strategies and techniques that will help them manage their internal processes and gain more self-control.

Participants will be required to complete a Mental Toughness Assessment (MTQ48) results and development plan will be issued at the beginning of the day.

### Outcomes

By attending this workshop participants will be able to:

- Understand what is mental toughness and its impact on performance.
- Demonstrate the difference between Growth and Fixed Mindset.
- Place stressors and challenges into context to achieve required state.
- Bounce back from mistakes and failures, develop a more agile mind-set.
- Practice 3 proven techniques to keep in a resourceful state.
- Learn how to manage behaviours that hold them back from optimal performance.
- Destroy performance limiting beliefs.
- Apply strategies for building and maintaining energy levels at work and ensure optimal motivation and self satisfaction.
- Rewire thoughts to maximise performance.
- Develop greater concentration and focus.
- Create a personalised performance development plan to increase their mental toughness results.

# Team & Individual

## Influencing without Authority

### Overview

This workshop is designed to give participants a deeper understanding of the qualities of an effective influencer and the characteristics of influencing without authority both face to face and virtually. Participants develop skills and strategies to achieve business outcomes with those over whom they may not have any reporting line authority. They will be able to effectively influence internal stakeholders to embrace their ideas, accept their recommendations, and support their initiatives.

This is an engaging 2-day workshop which uses specific case studies and examples from the participants. It focuses on the participant's business relations and explores how any current challenges and concerns are being managed.

### Outcomes

By attending this workshop participants will be able to:

- Influence others to accept their ideas and recommendations.
- Apply a variety of influencing tools to ensure best outcome.
- Create the right perception and understand current perception.
- Lobby internally to get support for an initiative.
- Influence external stakeholders to support a concept, message or recommendation.
- Influence effective hybrid or cross-functional team project outcomes and influence upwards for sign-off or approval.
- Achieve buy-in for a change initiative.
- Establish successful working relationships with internal customers and key stakeholders.
- Prepare for a key meeting/presentation to ensure the desired outcome/objective is achieved.
- Collaborate to a wide range of stakeholders with different needs to ensure best outcome.

### Business Benefits

Increased self-awareness and development of the participants skills will allow them to communicate and influence with confidence and gravitas, whether this is face to face, via telephone or email, and in one to one, hybrid team or formal meetings. Participants will learn to connect instantly with people and win their trust.



12 – 16  
participants



All levels



2 days



Classroom/  
Virtual  
delivery

# Team & Individual

## Building Trust & Respect

### Overview

Managers, team leaders, team members all need to be able to trust and respect others in order to meet goals effectively. This highly interactive workshop shows participants the importance of trust and respect within teams, how to build these qualities, and their benefit in helping the organisation deliver its strategy and transformation.

Research found that the emotional trigger that drives employee engagement is trust. Yet some statistics say that a staggering 40 percent of employees don't trust management. This creates a conundrum, because employees are motivated by working in a trusting environment, yet too many times find themselves in one where they lack this foundation.

Trust and respect are essential within teams. Without them, teams just won't work. Trusting someone means that you know you can rely on them and you are aligned to the Purpose. Respecting someone means that you can rely on their ability and knowledge. Trust and respect go hand in hand. After all, you can't really trust someone you don't respect, right?

### Topics

- Trust what is it and why is it important.
- High trust relationships.
- Psychological safety or danger.
- 10 behaviours of high trust individual.
- Identify and apply trust-building strategies.
- Set up an action plan to help you develop trust in the workplace.

### Outcomes

By the end of this workshop participants will be able to:

- Define workplace trust and its role in building effective teams.
- Explain how trust is an essential element of organisation success.
- Step into the 3rd position and recognise how behaviours can impact trust and outcomes.
- Look at what behaviours breaks trust and its impact on others and outcomes.
- Recognise when trust might be broken and how to repair.
- Recognise and communicate with others to build trust.
- Develop a trust relationship plan.



16  
participants



All levels



1 day



Classroom  
delivery

# Team & Individual

## Building Empowering Beliefs

### Overview

Banish limiting beliefs that hold you back from being the best version of you.

Beliefs are the driving force behind everything you do, think, and feel. They shape how you see the world and how you see yourself. Beliefs can massively help or hinder your potential. This workshop eradicates beliefs that limit performance and unleashes the vast potential inside every individual. Participants learn how to create helpful and reinforcing beliefs in themselves and their capabilities, resulting in centred confidence, gravitas and increased personal impact.

### Outcomes

By attending this workshop participants will be able to:

- Develop an awareness of the powerful relationship between beliefs, behaviours and results.
- Build a more positive, powerful identity that can transform the way they see themselves and how others see them.
- Build on feelings of self-esteem, ready to take on greater challenges.
- Quickly switch negative situations to a positive light. Adopt new, empowering beliefs that allow them to take actions on things they used to fear or avoid.
- Take on beliefs that are aligned to the achievement of personal goals and business objectives.
- Apply the Cognitive Behaviour Triangle to real situations.
- Identify limiting beliefs that may be hindering performance and change them and release more potential.

### Business Benefits

Through engaging in this workshop businesses can expect the creation of a resourceful 'can do' culture with the ability to achieve far more than previously anticipated. This culture enables businesses to break new business boundaries and gain competitive advantage.



8 – 20  
participants



All levels



0.5 - 1 day



Classroom/  
Virtual  
delivery



# Team & Individual

## Mastering Performance

### Overview

This workshop focuses on mastering motivation, building beliefs and directing your vision to enhance participants' achievements by challenging existing thinking and behaviours, changing what is not working and doing more of what is. Participants learn techniques for accomplishing more through increased self-motivation, belief in themselves and an attitude of personal responsibility. The content of this workshop is based on our experience from working extensively in the field of mind-set and change management for the last 14 years with blue chip organisations. By encouraging a win/learn/change philosophy, the workshop creates a supportive environment where participants increase their effectiveness.

### Outcomes

By attending this workshop participants will be able to:

- Challenge the constraints of their existing beliefs, attitudes and mindsets.
- Adopt more empowering beliefs.
- Use a set of key winning behaviours to guide their responses and performance on a day-to-day basis.
- Consider new ways of working and questioning their perceptions of what is possible.

### Business Benefits

The mind-set and behavioural change that has encouraged through this workshop helps an organisation to increase sales performance, reduce staff turnover and absenteeism, achieve aggressive targets with fewer people, implement successful culture change programmes, rapidly adoption of technology, support the global communication of values and accelerate strategy implementation.



8 – 12  
participants



All levels



1 - 2 days



Classroom/  
Virtual  
delivery



# Sales & Service

## Peak Performance in Sales

### Overview

The Peak Performance in Sales is an effective workshop that helps sales colleagues use practical tools and develop face to face skills to motivate customer commitment at every stage of the sales process.

### Outcomes

By attending this workshop participants will be able to:

- Apply a winning sales mindset.
- Motivate customer commitment at every stage of the sales process.
- Manage the balance between diagnosing customer needs and positioning products and services.
- Move the emphasis of their role from implementing customer solutions to selling more products and services into existing customers.

### Business Benefits

Attending this workshop will enable participants to build the knowledge, sales skills and the confidence required to plan for effective, outcome driven sales meetings, rapidly connect with new customers, immediately diagnose customer needs, manage customer objections so a sales momentum can be achieved and obtain the customers commitment to proceed to the next stage of the sale.



8 – 20  
participants



All levels



1 day



Classroom/  
Virtual  
delivery

# Sales & Service

## Advanced Sales Techniques

### Overview

From prospecting, managing opportunities, and account development to storytelling for salespeople, sales pitches, and negotiations, our advanced sales techniques answers a wide range of business needs. We understand every team starts in a different place. We will work with you to:

- Identify what's currently happening, this may include mystery sales calls, meetings, joining your salespeople on calls and sales meetings.
- Assess your teams' current abilities and sales mindset/attitude.
- Build a tailored workshop to develop areas of focus and build on strengths.
- Develop a follow up plan.

### Outcomes

By attending this workshop participants will be able to:

- Apply a more consultative approach to engaging with customers.
- Communicate ideas and a point of view with greater clarity, confidence and control.
- Position ideas and solutions in a more tailored and persuasive way so that customers are more likely to respond positively.
- Push back, negotiate, manage expectations, or present a differing point of view to customers with greater flexibility and ease.
- Establish credibility, trust and rapport with different types of customers.

### Business Benefits

- Increased sales.
- Greater customer service.
- Greater understanding of the links between customer service and sales.
- Greater understanding of what makes a customer buy.



8 – 20  
participants



Suitable for  
sales/account  
managers and  
team leaders  
with at least a  
few years of  
sales  
experience



1 – 2 days



Classroom/  
Virtual  
delivery

# Learning Resources & Tools

## Licensed User Training. MTQ. Mental Toughness

### Overview

In order for an individual or organisation to use any of our assessment tools, there is a requirement to attend licensed user training. This accredits the individual as a licensed practitioner for the assessment.

The programme includes an MTQPlus assessment for the participant plus two practice measures and optional inclusion of the Developing Mental Toughness Book.

Programmes are:

- Highly participative – optimising the opportunity to understand the concept.
- Effective – participants will be able to use the concepts to their full almost immediately.
- Supported by comprehensive workbooks and online support.
- Personally beneficial – all participants complete assessments in preparation for the programme.

### Outcomes

On completion of the programme participants will:

- Understand Mental Toughness and its implication for performance, behaviour and wellbeing.
- Be confident about using the MTQ with individuals and organisations and handling feedback.
- Understand its wide range of applications – in education, the workplace, social settings, health etc.
- Understand how Mental Toughness can help individuals to deal with stress, pressure and challenge.
- Understand how the measure can help to develop individual and organisational performance.

### Delivery options

Face to Face workshops – these are either 1 or 2 day workshops depending on which assessment is being covered. In partnership we also run an open workshop programme. Contact us to find out about our next open programme. For larger groups we can run an in-house programme, please contact us to discuss options.

Web-based programmes – we also run flexible web-based programmes in a modular e-learning format.



Different  
options  
available



AI levels



Different  
options  
available



Classroom/  
flexible web-  
based  
programmes  
in a modular  
e-learning  
format

# Learning Resources & Tools

## LEGO® SERIOUS PLAY®

### Overview

Build your way to better business.

Ever sat in meetings where only 20% of participants are involved/making decisions and 80% have switched off? Do you have employees sitting back and probably thinking about their plans for the weekend or checking their phones, instead of actively working together on solving the complex problems facing your business right now?

Don't worry, you're not alone. Often teams become bogged down in the detail, slowed down by too many recurring ineffective meetings and unable to think creatively anymore. That then impacts their ability to come up with creative and innovative products and services that drive your organization's sales and growth.

If you are struggling to get your employees to collaborate, engage and share their ideas, then you may need to switch up your approach and bring in a LEGO® SERIOUS PLAY® (LSP) facilitator.

### What does a LEGO® SERIOUS PLAY® Facilitator do?

An LSP facilitator encourages creative thinking and cross-team collaboration by leading the group through a structured workshop, where each activity always follows the same 4 part format that quickly becomes natural to the group:

- Question — A challenge is posed to the group, framed in open questions.
- Construction — Individuals respond by building LEGO models that represent their solutions to the challenge.
- Sharing — Each participant explains their model back to the group.
- Reflection — The group reflects together. Everyone is involved and all ideas are laid bare on the table!

One of the challenges that the LEGO® SERIOUS PLAY® Facilitator may pose is for the team to build a model of their organization together.

For example, how do the sales, marketing, product and procurement team believe their individual departments are connected up and function together?

**LEGO® SERIOUS PLAY® methodology is perfect to address many objectives, such as:**

- Building Shared Vision; Creating Strategy; Leadership Development. Branding and identity; Team building. Conflict Management; Planning and Execution.
- Innovation; Problem solving; Communication.
- Collaboration; Breaking down silos.



12 – 60  
participants



Individuals  
responsible  
for setting  
objectives/  
goals and  
strategy/  
direction



1 – 2 days



Classroom  
delivery

# Learning Resources & Tools



10 – 20  
participants



All levels



2 hours



Virtual  
delivery

## Eldorado

### Overview

Highly interactive AND spells out a fundamental message for ALL organisations! Eldorado illustrates the importance of keeping your eye on the bigger picture.

With briefs, clues, tasks, treasure maps and resources, teams work through the twists and turns to claim the treasure of Eldorado. Sooner or later they realise no team can go it alone. Even so, motivated by the thrill of treasure teams are unable to bind into one big team. Some try to go it alone, others form splinter groups. Very occasionally they work brilliantly together and WOW they rightly claim the treasure.

### Outcomes

Specific workshop objectives to be agreed and may include:

- Learning how to work together towards a common goal.
- Breaking down departmental and functional silos.
- Exposing the abuse of trust, honesty, integrity and ethics.
- Demonstrating the importance of sharing knowledge and information.
- Unifying all participants and creating high energy.
- Recognising and utilising individual and team strengths to achieve team/group objectives and goals.
- Understanding the importance of cooperation, honesty and trust to avoid inter- departmental rivalry.
- Learning and practicing to communicate openly with others and freely share information.



# Learning Resources & Tools



6 - 24  
participants



Challenging  
activity for  
the very  
smart ones.  
Are you smart  
enough?



2 - 8 hours



Classroom  
delivery

## Your Mission

### Overview

Your teams must plan a way to get 200 items to a given destination, in hilly terrain! Walkie-talkies link you to a second team which has a similar (but not identical) objective. At some point your team will realise that their map contains vital information that you need (and vice versa). To encourage co-operation between teams their brief states that it is the two teams combined score that counts. But invariably teams miss this given objective, treating each other as rival teams! This not an easy challenge, it takes some good thinking and communication.

### Outcomes

Specific workshop objectives to be agreed however likely to include:

- Clearly understanding and experiencing what interactions make an effective team.
- Seeing the dangers in making assumptions.
- Seeing the benefits of supporting other teams and developing trust.
- Seeing the need to share information freely when appropriate.
- Appreciating the need for a disciplined approach to communications.
- Ensuring all voices are heard.
- Managing team resources.
- Developing effective communication skills both listening and talking.
- Building resilience, not giving up when the challenge gets tough.
- Recognising and reflection on natural leadership.
- Team dynamics and performance.
- Debrief and reflection.

# Learning Resources & Tools



6 - 24  
participants



Challenging  
activity for  
the very  
smart ones.  
Are you smart  
enough?



2 - 8 hours



Classroom  
delivery

## Escape Room

### Overview

To escape, teams need to collaborate and solve eight problems.

To taste freedom teams must discover the vital lock combination that releases the door. The lock combination is made up of a number of digits. Each team must find ONE of those digits so that when used together in the right order they unlock the chains. Teams find the crucial digits by solving 8 problems. BUT- they are not all straightforward - it's very easy to go wrong if you are not organised and paying full attention to every aspect. To ensure they solve the problems correctly teams need to work with each other rather than competing.

### Outcomes

Specific workshop objectives to be agreed and are likely to include:

- Measuring how well teams perform when working under pressure.
- Assessing teams' understanding of a complex task.
- Practicing organisational and time- management skills.
- Measuring teams' approach to problem- solving (lateral thinking).
- Enhancing communication skills.
- Learning to work together towards a common goal.
- Breaking down departmental and functional silos.
- Unifying all and creating high energy.
- Working as a high performing team.
- Debriefing and reflection.

# Learning Resources & Tools

## Immersive Learning – Team EVVIVE

### Overview

EVVIVE is an immersive learning programme that provides an opportunity for participants to strategise, plan and execute along with other managers and leaders. Its premise is to simulate a series of situations and show consequence of actions, leading to the development of key management and leadership competencies.

The entire game-play takes place over 2-3 hours and is dependent on the decisions made by the team. A decision made at the onset of the game has the potential to impact the way in which the entire game unfolds. As the game progresses it evolves with its protagonists and presents tougher challenges along the way.

Post game includes a deep dive debrief on the team's performance to identify strengths and development areas for the team. Behaviours demonstrated in the activity are then correlated with to the organisation and how this helps or hinders delivery of the organisation's strategy and objectives.

### Outcomes

The game has different levels of difficulty and can be calibrated to the level and experience of the group but overall, by the end of the 2-3 hour session participants will have developed their:

- Adaptive intelligence.
- Communication skills in today's world.
- Collaboration skills.
- Ability to break a silo mentality.
- Agile thinking and acting.
- Decision making ability when faced with high levels of uncertainty and ambiguity.
- Emotional intelligence when socially disconnected.
- Strategic thinking.
- Ability to create high performing hybrid teams.
- Understanding of how to thrive in a VUCA world.



8 – 12  
participants



All levels as  
the session  
can be  
adapted



2 – 3 hours



Classroom/  
Virtual  
delivery

# Performance Coaching

## 1:1 Peak Performance Coaching

### Overview

Peak performance coaching provided by an internationally accredited coach, is fully customised to the individual's and organisation's needs and goals. It focuses on actions/outcomes and accelerates personal and professional development. Starting assessments may involve feedback from key stakeholders and mental toughness assessments to determine strengths and potential blind spots.

People-Centric has a diverse team of highly qualified executive coaches. All meet exacting criteria, combining relevant academic and coaching qualifications with many years experience of leadership and organisational development. People-Centric coaches role model the behaviours our clients wish to develop. Careful consideration is taken to match clients with the right coach.

### Peak performance coaching can:

- Assist high potential executives maximise their performance within their current role and enable them to progress to a more complex and broader role in the future.
- Change the individuals thought and behaviour patterns.
- Enable the individual to identify their strengths and ensure they utilise these effectively.
- Enable the individual to identify their areas for development and address these.
- Assist the individual to identify how they can progress within the organisation, if appropriate, and plan what they need to do to achieve this.

### Outcomes

Individuals who engage in a coaching relationship can expect to experience:

- Seeing things from a different perspective on personal challenges and opportunities.
- Enhanced thinking and decision-making skills.
- Increased interpersonal effectiveness and communication skills.
- Greater confidence and improved personal satisfaction with life and work.
- Increased mental resilience during periods of disruption and change.



1 : 1



Suitable for  
all levels  
including C-  
Suite



Flexible –  
usually a  
minimum of  
2-3 one hour  
sessions



Face to face  
or virtual

## Key Notes & Events

### Overview

Create a memorable and meaningful experience for your offsite, retreat, sales conference or other corporate event. People-Centric subject matter experts deliver highly interactive and thought-provoking keynotes on a wide range of relevant topics.

We offer a powerful way to deliver our simple and flexible content to your senior leaders, managers and employees. Each engagement is customized to meet your organizational needs in the following areas:

- Motivation.
- Why Good Is No Longer Good Enough.
- Driving Performance.
- Growth Leadership.
- Mental Toughness.
- Customer Service.
- Mindset.
- Leading in a Disruptive World.
- Creating High Performing Teams.

Engagements typically range in duration from one to three hours with each tailored to the audience to address the objectives, challenges and opportunities that are unique to each client and client industry. Ideally keynotes can be in person or virtual.

Talk to us to find out more.



# Principle Facilitators

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# Performance Trainer, Facilitator and ICF Accredited Executive Coach



Highly experienced international facilitator and keynote speaker with strength in leadership development, performance coaching and mental toughness

**People-Centric the difference that makes the difference in training**



Name:

**Shaun Adrian Harper**

Languages:

- English, Indonesian (Beginner)

Educational background & Certifications:

- ACC Executive Coach. ICF Accredited
- Level A & B psychometric assessment
- CIPD Postgraduate HRM. (Caledonian University, UK)
- NLP Practitioner (Richard Bandler) Mindexcel
- EVIVVE Facilitator. Immersive Learning
- Myers-Briggs Type Indicator™ (MBTI)
- Emotional Intelligence Certification (Six Seconds)
- Licensed user of MTQ48 (Mental Toughness) Fortius Mindset
- Extraordinary Leader Coach & Facilitator (Zenger Folkman) & Leadership Levers Certified.
- Break Through to Peak Performance (Rogensi)
- Cognitive Behavior Therapy
- Tetra Map Facilitator (UK)

Core competences & Specialisations:

- Neuroscience in Learning & Action
- Leadership 4.0 & Strategy Execution & Purpose
- Executive & Performance Coaching
- Developing Mental Resilience
- Keynote Speaker. Motivation. Mental Toughness
- Creating High Performing Teams.
- Management & Leadership Training / Facilitation
- Game Based Learning

Career Experience:

- 30 years experience in Human Resource and Learning & Development
- Carried out more than 700 hours 1:1 coaching
- 15 years international delivery experience: Asia Pacific, America, Europe, Africa, Asia & ME
- Founder and CEO for People-Centric
- Headed up RogenSi for Middle East & North Africa
- Director of Consulting & Training. Emirates Academy, Dubai
- Roll out of Deloitte Partner Program in China & HK
- Design, development and managed Transformational Leadership programme for the banking industry. 400 leaders.
- Facilitation of Management Academy for global player in the power sector. Global delivery, 3 years.
- Partner programme Deloitte China 2 years

Main Client Assignments:

Deloitte, MAF, Samsung, Al-Ghurair, Adidas, Alnaboodah, Meraas, Barclays, Nike, Red Bull, Nestle, Mars, ADCB, ADIA, Emirates Airlines, DP World, ADP, Deutsche Bank, EMMAR, Tecom, British Petroleum, Aggreko International, Jumeriah Group, Movenpick, NBAD, First Gulf Bank, Diageo, Marks & Spencer's, Mars, HP, HSBC, Royal Bank Scotland, BNP Paribas, Thomas Reuters, Altaaq Global.

# Executive Facilitator & Performance Management Expert



Highly experienced international trainer with particular strength in leadership development, customer service and emotional intelligence

**People-Centric the difference that makes the difference in training**



Name:

**Martin Bycroft**

Languages:

- English

Educational Background & Certifications:

- Bachelor of Business Management (University of Queensland, Australia)
- Licensed practitioner in Neuro Linguistic Programming Accredited by the Society of Neuro Linguistic Programming (Richard Bandler)
- Emotional Intelligence Certification (Dynamic Learning)
- Action Centered Leadership Certification (Adair Leadership Academy)
- Licensed Facilitator The Coloured Brain Facilitator (DC Communications)
- Licensed Facilitator The Hero's Way (DC Communications)
- Licensed Facilitator Power of Teams (DC Communications)
- Board Break instructor (Mind Blocks)
- LEGO SERIOUS PLAY methodology Licensed facilitator
- Fortius Mindset Assessor (mental toughness)
- Licensed Evivve The Leadership Game Facilitator
- Currently progressing towards achieving a coaching qualification with ICF.

Core Competencies & Specialisations:

- Assessing & developing future ready competencies through game-based learning
- Creating a Customer Centric Culture
- Developing Mental Resilience
- Mastering Motivation & Performance
- Performance Management
- Training and Coaching
- Managing and coordinating programme rollouts
- Management & Leadership Training / Facilitation
- Coloured Brain
- LEGO SERIOUS PLAY

Career Experience:

- 16 years international delivery experience: Middle East, America, Europe, Africa, Asia & ME
- Managing delivery projects from concept to execution
- 10 years Performance Management and premium cabin training experience with Emirates Airlines.
- Design & development of extensive leadership programs
- Design and delivery supervisory programs
- Design and development of Team Effectiveness programs

Main Client Assignments:

Client engagements include: Deloitte, Australian Embassy Jakarta, Redbull, Al Naboodah, Emirates Airlines, Aggreko International, ADCB, DP World, Jumeriah Group, St. Regis, Movenpick, Wareef United, Finance House, Dubai World Trade Centre, UOW Dubai, Armani Hotels and ADIA.

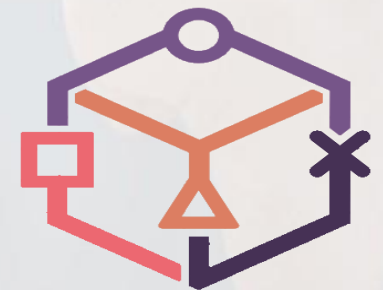
## Key Clients





## Strategic Partners

We have achieved our success by constantly seeking out global trends, award winning content and strategic international partners. We are proud to partner with these global training companies to bring world class content and the latest in interactive, experiential and immersive learning to our clients.



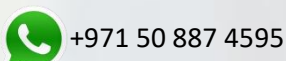


## Contact Details

To find out how we can assist your business and Make a Difference please visit our website or contact one of our consultants at the offices below:

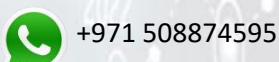
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### Social Media



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