

# People Skills Training

Get in Touch



*Evidence-based, Modern, Inspiring Training for Teams tailored to your company, industry, strategic objectives*

## → Expert Educators

Highly capable, experienced trainers are critical to developing strong leaders. We adapt materials, models, research and activities to any context making the learning immediately applicable. Those who don't have experience leave it to the participant to make sense of the content which doesn't always translate into learning.

## → Practical Workshops

We prefer discussions, game-play, practical models over long PowerPoints, dense research and intellectual discussions. Leaders walk away with an actionable plan to implement immediately after our sessions.

## → Adapted to Workplace

We listen to what you really need rather than giving you what we have. We are masters at designing tailored programs that help to develop creative, collaborative workplaces.

## → People Skills

People for Success is jumping on the back of a trend to rename 'soft skills' to 'people skills'. Udem Business coined the term power skills to describe those traits formerly known as soft skills in its 2022 Workplace Learning Trends Report, and elevating them as the top skills necessary to be successful at any level within an organisation. At People for Success we think the term 'People Skills' is the right language for what we deliver.

People skills include communication and collaboration, critical thinking and problem-solving, empathy, teamwork, creativity and adaptability. These people skills are in the top 10 of the most in-demand skills employees need to succeed in the modern workplace, according to the online assessment platform Questionmark's Modern Skills for 2022.

BOOK IN A QUICK CALL

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# People Skills for Teams



People Skills include communication and collaboration, critical thinking and problem-solving, empathy, teamwork, creativity and adaptability. These People Skills are in the top 10 of the most in-demand skills employees need to succeed in the modern workplace, according to the online assessment platform Questionmark's Modern Skills for 2022. All of these skills are incorporated into one or more of our People Skills for teams training programs.



## **BUILDING EMOTIONAL RESILIENCE - HALF DAY**

This program provides the mindset & tools to handle the daily difficulties that arise from working with other people in time-pressured, power-imbalanced environments. Nervous system resets, letting-go rituals, & boundary-setting scripts are important resilience tools.



## **SIX THINKING HATS - ONE DAY**

This team decision-making program using the Six Thinking Hats leads to amazing results with innovative thinking, improved communication, and reduced decision making time. The tool is a simple, effective parallel thinking process that helps people be more productive, focused, and mindfully involved.



## **A TEAM BUILT ON STRENGTHS - ONE DAY**

This team-building program helps teams learn about each other's individual and group strengths, whilst having fun! This is an enlightening and practical team building experience using Gallup's Clifton's Strengthsfinder Assessment.



## **SHOWING RESPECT@WORK - HALF DAY**

This half day program focuses on preventing workplace discrimination, bullying & sexual harassment by helping team members understand the harm those behaviours cause. It provides practical role-plays, bystander strategies and clarification of the reporting & escalation process. It is tailored to the organisation's policies & processes.



## **GIVING VOICE TO VALUES - ONE DAY**

Our ethics programs are based on Dr Mary Gentile's ground-breaking movement - "Giving Voice to Values". It is not about persuading people to be more ethical, but instead assumes that most of us already want to act on our values. We encourage the mindset and offer the skills and practice for your workforce to be more confident to act on their values.



## **TEAM MANAGEMENT SYSTEMS - ONE DAY**

This fun team building program is centred around the Team Management Profile which highlights each team member's major and two related areas of work preferences on the Margerison-McCann Team Management Wheel. Work preferences are explored to strengthen understanding of the differences in work styles & personal preferences.



# BUILDING EMOTIONAL RESILIENCE



## Program Summary

This program is designed to provide the mindset & tools to handle the daily difficulties that arise from working with other people in time-pressured, power-imbalanced environments. Nervous system resets, letting-go rituals, & boundary-setting scripts are some of the tools taught in this important program.



## Program Objectives

- Understand how building emotional resilience contributes to a happier and healthier experience at work and at home.
- Identify common workplace triggers and explore the origin of our feelings.
- Learn what the science tells us about how emotionally draining events affect our nervous system.
- Understand how negative stories we tell ourselves about triggering events keep our nervous system heightened.
- Reframe negative events as learning opportunities.
- Learn quick techniques to calm our nervous system
- Bounce back quickly after disappointments and setbacks.
- Set and communicate reasonable boundaries.
- Learn to say 'no' when there is no capacity for extra work.
- Speak up constructively if boundaries are crossed.
- Practice to the art of 'never taking anything personally.'
- Have a daily or weekly practice of letting go of resentments.

## PARTICIPANTS

Team members working:

- In busy, hectic environments
- In high-stress environments
- With people who lack people skills & are low on empathy

## LENGTH

Half-Day

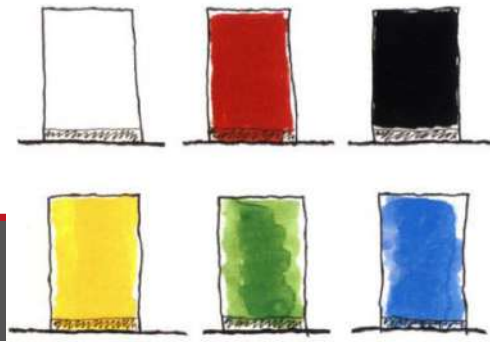
## TOPICS

- Emotional Resilience
- Workplace Triggers
- Neuroscience
- Reframing events
- Boundaries
- Speaking up
- Letting go





# SIX THINKING HATS



## Program Summary

This team decision-making program using the Six Thinking Hats leads to amazing results with innovative thinking, improved communication, and reduced decision making time. The tool is a simple, effective parallel thinking process that helps people be more productive, focused, and mindfully involved.



## Program Objectives

- Understand the Six Thinking Hats Methodology.
- Sequence hats for use in strategic planning, performance management, problem-solving and idea generation.
- Practice a consensus decision-making framework.
- Improve creativity, critical thinking and speed of delivery of solutions.
- Understand why argument is inadequate and why little new thinking is accomplished at discussions.
- Discover an effective process for structuring discussions, decision-making processes and focusing thinking.
- Hold critical conversations without emotions or egos contributing to bad decision-making.
- Avoid the easy but mediocre decisions that come when critical thinking is absent.
- Encourage thinking outside the square with lateral thinking tools such as random words, the concept triangle and quota brainstorming.
- Understand the importance of emotions (red hat) in company change programs and how to use them to lessen the resistance to change.
- Use a common language to solve problems and explore opportunities.
- Reach consensus quickly and move to action.

## PARTICIPANTS

Team members who participate in:

- Team/Group meetings
- Brainstorming sessions
- Strategic planning meetings
- New product development meetings
- Any meeting that requires group contributions and consensus decision-making

## LENGTH

Half-Day

## TOPICS

- *Process control (blue hat)*
- *Information/data (white hat)*
- *Emotions/Intuition (red hat)*
- *Logical negative (black hat)*
- *Logical positive (yellow hat)*
- *Ideas/Creativity (green hat)*



# A TEAM BUILT ON STRENGTHS

## → Program Summary

This team-building program helps teams learn about each other's individual and group strengths, whilst having fun! This is an enlightening and practical team building experience using Gallup's Clifton's Strengthsfinder Assessment. This program is supported by a wealth of information and resources from Gallup.

## → Program Objectives

- Explore the teams' combined strengths with the Gallup Strengthsfinder assessment.
- Share individual strengths to get to know each other from a deeper perspective.
- Learn how the team can utilise all team member's strengths into the team or project goals.
- Improve self-awareness by using strengths to overcome obstacles, weaknesses, and vulnerabilities.
- Transform relationships by gaining a deeper understanding of others' strengths differences.
- Confidently address conflict, team-related issues and challenges by utilising strengths.
- Discover, develop, and use the team's unique talents for greater engagement and productivity.
- Gain an understanding of the commonalities and differences in work styles the team.
- Avoid "pressing buttons" of team members in times of stress.
- Build a stronger team through enhanced communication.
- Create a plan to develop individual strengths.



### PARTICIPANTS

All teams who would could utilise each other's strengths and be more harmonious and goal-focused

### LENGTH

Half to Full Day

### TOPICS

- Strengths Assessment
- What are strengths
- Self-Awareness
- Improve relationships
- Enhanced Communication
- Stronger Teamwork

CliftonStrengths® DONALD CLIFTON | 12-30-1998

You lead with **Influencing** CliftonStrengths themes.

You know how to take charge, speak up and make sure others are heard.



This chart shows the relative distribution of your unique CliftonStrengths 34 results across the four domains. These categories are a great starting point for you to consider where you have the most potential to perform with experience and how you can best contribute to a team.

See chart below for more details about your CliftonStrengths by domain.

#### Your CliftonStrengths by Domain

RECRUITING		INFLUENCING		RELATIONSHIP BUILDING		STRATEGIC THINKING	
8 Achiever	15 Developer	13 Achiever	5 Maximizer	27 Achiever	34 Empower	13 Achiever	17 Funder
17 Strategic	4 Relator	27 Connector	14 Self-Rescue	26 Connector	3 Relator	20 Connector	18 Strategic
10 Believer	9 Harmonizer	16 Collaborator	1 Significant	24 Developer	19 Harmonizer	2 Funder	7 Connector
24 Considerer	22 Believer	12 Connector	21 Who	24 Empower	25 Developer	20 Maximizer	6 Maximizer
23 Sublandia				11 Developer			





# SHOWING RESPECT@WORK



## Program Summary

This 2-3 hour program focuses on creating a psychologically safe and respectful workplace. It will support the organisation to prevent workplace discrimination, bullying and sexual harassment by helping team members understand the harm those behaviours cause. It provides practical role-plays, bystander strategies and clarification of the reporting & escalation process. This program supports the implementation of the Respect@Work legislation which places a positive duty on employers to prevent workplace sexual harassment, sex discrimination and victimisation at work.



## Program Objectives

- Understand the new Respect@Work Laws and Legislation and how to comply with them.
- Identify safe and unsafe workplace behaviours including what constitutes discrimination, bullying and sexual harassment.
- Discuss case studies to demonstrate safe and unsafe behaviours.
- Through the lens of neuroscience understand how unconscious bias leads to discrimination.
- Develop active bystander behaviours.
- Role-play sexual harassment and bystander interventions.
- Understand the power dynamics behind disrespectful behaviour.
- Understand that everyone has a role in building psychologically safe and respectful workplaces.



## Training Approach

This is more than a tick-box program to meet legislative requirements, it is an ingredient in cultural change. This program appeals to the 'common good' values of the participants. It asks them "To do the right thing because it's the right thing to do." Kristyn has an engaging style, will share first-hand stories, and present excellent case studies. Polls, vibrant discussion, and a little bit of humour help people engage with this serious subject.



## PARTICIPANTS

suitable for staff at all levels and is relevant for all workplaces

## LENGTH

2-3 hours

## TOPICS

- Respect@Work Law
- Psychological safety
- Safe and unsafe behaviours
- Examine case studies
- Bystander interventions
- Power dynamics
- Being a good human

## YOUR FACILITATOR

**Kristyn Haywood**

People for Success



For over 10 years, Kristyn has delivered quality leadership education in Australia and overseas. She has a Master of Business, Advanced Diploma in HR and over a dozen coaching qualifications including Master Practitioner and Trainer in NLP. Kristyn is an executive coach, facilitator and key note speaker.

Before founding People for Success Kristyn was a HR Executive. She's well qualified to teach @Respect at Work and brings vibrant discussion to the training with real experiences.





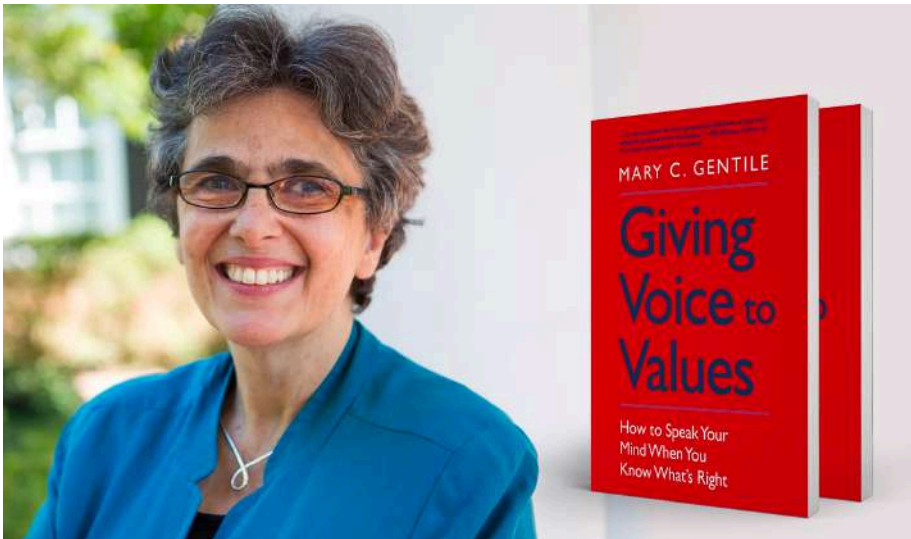
# GIVING VOICE TO VALUES



## → Program Summary

**GIVING VOICE TO VALUES** is an innovative approach to leadership development in business education and the workplace. Pioneered by Dr. Mary C. Gentile, Giving Voice to Values is a cross-disciplinary curriculum and an action-oriented approach to values-driven leadership that has fundamentally changed the way business ethics are taught and discussed in academic and corporate settings worldwide.

Drawing on the actual experiences of business practitioners as well as cutting-edge social science and management research, Giving Voice to Values (GVV) is not about persuading people to be more ethical. Instead, GVV starts from the premise that most of us already want to act on our values, but also want to feel we have a reasonable chance of doing so successfully. It is about raising those odds.



## → Program Objectives

- Introduction to Giving Voice to Values by Dr Mary Gentile.
- Understand the 7 Pillars of GVV.
- Become practiced in a variety of methods and techniques for voicing and enacting one's own values and principles.
- Develop and practice leadership skills in "peer coaching" with other Leaders.
- Apply the GVV techniques through case studies, stories and "re-frames".
- Identify and rehearse responses to values conflicts that are likely to be most effective.
- Gain greater confidence and competence in voicing and enacting values effectively.
- Devise strategies to anticipate and work through a values conflict
- Define your strengths when going into a values conflict

## PARTICIPANTS

- Team members
- Managers
- Directors
- Key Influences
- Project Managers
- HR Teams

## LENGTH

One Day

## TOPICS

- Giving Voice to Values
- Dr Mary Gentile's work
- 7 Pillars of GVV
- GVV Techniques
- Personal Values Clarification
- Tools Values Conflicts
- Practice difficult conversations

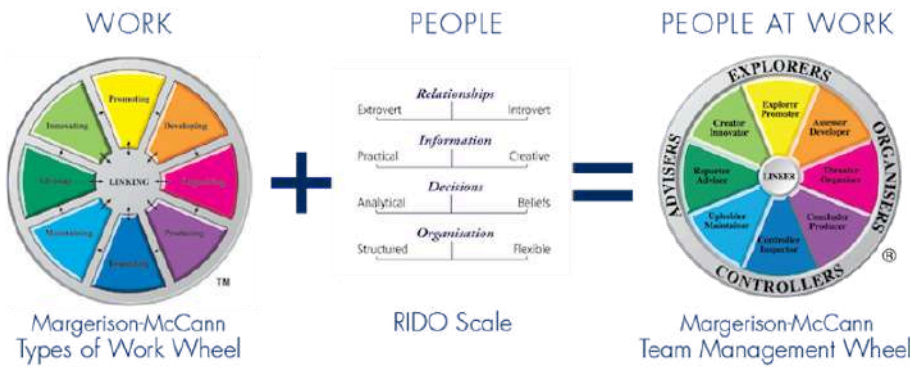




# TEAM BUILDING WITH TMS

## → Program Summary

This fun team building program is centred around the Team Management Profile which highlights each team member's major and two related areas of work preferences on the Margerison-McCann Team Management Wheel. Work preferences are explored to strengthen understanding of the differences in work styles & personal preferences.



THE Team Management Profile (TMP) is one of the world's leading psychometric profiling tools for personal, team and leadership development. Since 1985, the TMP has successfully delivered a framework for creating and sustaining high performing teams for many of the world's most successful organisations.

## → Program Objectives

The TMP is about learning, not just assessment. It identifies eight core activities (Types of Work Wheel), mapped against four work preference measures (RIDO Scale) which combine to create an individual's unique Team Management Profile. The advantages of understanding a team member's Profile include:

- Identify a person's strengths and work preferences,
- Develop greater self-awareness and strategies to improve performance,
- Understand why team members work so differently.
- Provide a common language for teams to communicate.
- Enable leaders to successfully and confidently assign people to projects and tasks.
- Deliver objective, constructive and work-focussed insights
- Improve team effectiveness, a greater understanding of team dynamics and opportunities for improvement.

## PARTICIPANTS

- Team members
- Managers
- Directors
- Key Influences
- Project Managers
- HR Teams

## LENGTH

One Day

## TOPICS

- Team Building
- Work Preferences
- Individual & Team Strengths
- Playful getting-to-know you activities

