

**train** 

**training with eq**

**learn connect grow**

**ACN 644 361 455**  
**Train Domain Pty Ltd**

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# introduction

Thank you for reviewing our brochure. We are excited to bring our **trainEQ™** courses to you and are looking forward to helping your employees learn, connect and grow through our courses.

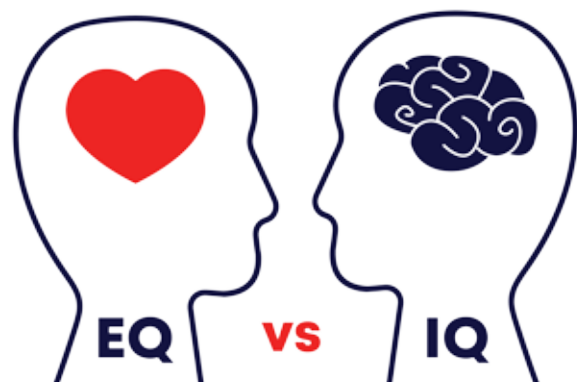
**trainEQ** brings high quality training packed with EQ skills to your employees in a simple, straightforward way. We provide you with easy access to our excellent trainers and deliver relevant and insightful training in management, communication and business skills.

## the EQ factor

Emotional intelligence or emotional quotient (EI or EQ) is now widely seen as an integral part of leadership training. However, are there any roles in your organisation where people don't work with others? Where relationships are not important for the outcomes of your organisation?

EQ is critical to almost everyone. This is why we are committed to linking its importance and value in all our training... and our name!

Course participants may or may not have heard how emotional intelligence is an important skill in the workplace. Our course programs introduce EQ relevant to the specific topic in a practical and easy-to-grasp way. If you aren't sure what EQ is, have a look at this diagram below:



We all know what IQ is and how a high IQ can benefit someone's performance.

High EQ is showing skill with that human element of connecting to others, but also connecting with your own feelings and being self-aware.

It's a skill we believe is at the core of all workplace relations. And in reality all of our jobs come down to working with other people. So if we can succeed in improving and deepening these relationships, this will take us a long way in performing well and being happy at work.

## Questions?

Have a look at our course offering and if you have any questions, please contact us via our chat or call us on 1300 186 442.

## train-station

*we are happy to run training wherever you prefer.*

*Our facilitators are flexible and can visit your premises to deliver a workshop in-person and are experts in running the course virtually. All your participants need are a laptop and a reliable internet connection.*

# management skills



# the new team leader



For new supervisors, new team leaders or new managers



Full day course.

Half-day workshop sessions marked with  $\frac{1}{2}$



Run at your offices or virtual classroom

**Nearly all leaders have experienced that first day as a new team lead. It is an exciting but daunting prospect. Help new team leaders start off on the right foot so that they are able to succeed at all levels.**

This training course offers essential tips and strategies to navigate their new status and responsibilities. It will support staff members who have recently been promoted or are taking on more responsibility, particularly in terms of their relationship with others in the team.

## goals

- improve self-awareness and an ability to tune into others
- develop awareness of what motivates a team
- set clear goals to improve performance and delegate effectively
- listen powerfully to understand and align with others
- formulate and frame questions that deal effectively with team challenges
- give and receive feedback in a timely and respectful manner
- take away a clear personal plan based on insights gained and put new skills to use.

**train** 

**High motivation is the art of getting people to do what you want them to do because they want to do it – Dwight D. Eisenhower**

## workshop info

Our facilitator will adapt the content and workshop style to the needs of the group. The following is a one-day program outline, which we can cut to a half-day workshop. Topics for half-day option denoted by ½  
We are happy to tailor topics – please discuss with us.

### Introduction and workshop overview

Participants will understand the objectives of the course and link them with their personal learning objectives.

### The starting line ½

Whether the participants have been newly promoted (or are about to be), or have transferred to the new team as their leader, this session looks at how this transition can be made smoothly, and how to set them up for success going forward.

### Now what? ½

The group will look at the roles and responsibilities of a new team leader. They will identify what it is that team members expect of their leader and what brings about collaboration, ownership and accountability.

### Team dynamics ½

What is a team and how can they work harmoniously and build a positive team dynamic? The participants will learn about group dynamics and behavioural preferences giving insight to how these individual preferences can impact a team.

### Mindset and motivation ½

Successful team leaders actively support their team members to achieve job satisfaction and success in their role. The group will look at how either a fixed or growth mindset impacts on motivation and how that can help or hinder development.

### Goals on target

Making clear what must be achieved, and how to approach and delegate tasks is key to the role of the team lead. Participants will look at how work can be delegated and write clear and targeted SMART goals to ensure team success.

### Clever comms

In this training session, participants engage in structured activities and receive feedback that increases personal insight and confidence in applying essential communication skills such as listening actively and asking the right questions.

### Feedback to move forward

A critical role of a team lead is to provide their employees with feedback - the positive and the challenging. In this session, participants practise a simple but highly effective approach to giving constructive feedback and look at the personal qualities required to receive feedback graciously.

### Action plan ½

Throughout this training course the participants will work on a crucial action plan, writing down what team leading techniques resonate with them and are relevant for their new role .



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# people management



For people who manage others. The workshop is effective for groups with people who have mixed management and supervising experience



Full day course.

Half-day workshop sessions marked with  $\frac{1}{2}$



Run at your offices or virtual classroom

The notion of a successful manager will be different to different people and from one organisation to another. We can agree though that it's important for managers in all organisations to be capable and act as excellent role models on a personal and business level.

This training course will prove an excellent introduction or recap for staff members on how to lead, inspire, motivate and grow a team.

## goals

- set personal and team goals
- manage time by prioritising and working smart
- adapt management style to suit the situation
- delegate and give instructions effectively
- manage difficult conversations with emotional intelligence
- organise and facilitate effective meetings
- inspire collaboration and build a strong team.

**train** 

Specific hard goals set by a team leader produce a higher level of output than a goal of "do your best" – Edwin A. Locke



## workshop info

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We are happy to tailor topics – please discuss with us.

### Introduction and workshop overview

Participants will understand the objectives of the course and link them with their personal learning objectives.

### Flexible leadership ½

Participants learn how to adapt their communication style to their team members' skills and will levels. They will learn of the Skill/Will matrix and how this is an effective tool to understand how people behave.

### Goal setting ½

This session will help participants set concrete and realistic goals for themselves that are also aligned with the organisation's objectives.

### Time management

Next, participants will discuss the value of short and long range planning and will work through a planning tool.

### Managing meetings

Participants will review the various meetings required to keep the team informed and drive accountability and action and adapt to their own role and organisational objectives. They will also discuss the skills and steps for holding productive and engaging meetings.

### Building trust ½

The group will learn about the Johari Window and how the concept can help them with the self-awareness and team relations. They will explore how working on their emotional intelligence and opening themselves up can build relationships, and how building trust motivates and inspires people.

### Leading with great communication ½

The successful people manager communicates relentlessly but listens, encourages and requests input from the team. The group will spend some time practising/observing verbal and non-verbal cues, questioning, listening, and body language.

### Courageous conversations ½

Next, the participants will learn how best to manage difficult conversations to make for a much happier and productive work environment.

### Action plan ½

The participants will work on an action plan during the course. With the confidence and skills they gain, they will be motivated to put it all into practice to develop their management style.



grab a quote

# difficult conversations



Team leaders, supervisors, managers and any other people leaders



Full day course.

Half-day workshop sessions marked with  $\frac{1}{2}$



Run at your offices or in a virtual classroom

**People in leadership positions simply cannot bury their heads in the sand and avoid having that conversation – they need to be able to confidently face conflict head on.**

This difficult conversations training course sets up participants to bite the bullet and address difficult situations early and assertively. When leaders put a stop to issues early, they create better outcomes for everyone.

## goals

- recognise difficult situations early
- give clear and assertive feedback
- know how to prepare for and have a difficult conversation
- use active listening skills with the intention to understand others
- manage emotional reactions with emotional intelligence
- follow up on agreed actions and take further steps if needed.

**train** 

*A person's success in life can usually be measured by the number of uncomfortable conversations he or she is willing to have – Timothy Ferriss, The 4 Hour Workweek*

## workshop info

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### Introduction and workshop overview

Participants will understand the objectives of the course and link them with their personal learning objectives.

### Recognising difficult situations $\frac{1}{2}$

Participants learn how to identify situations that make it necessary to overcome reluctance to step in and do so.

### Is there really a problem?

Before getting into a difficult conversation that is uncomfortable for both parties, the participants look at ways to double check what the true picture is.

### How to be courageous $\frac{1}{2}$

The group build their emotional intelligence to identify their fears and hesitations. They will develop strategies to overcome their internal barriers, so they will face difficult conversations courageously when back at work.

### Asking questions and listening

Participants will spend some time practising and observing verbal and non-verbal cues, questioning skills, listening skills, and understanding body language. They will discuss the challenges around communication and how easily misunderstandings and conflict can arise.

### Giving feedback $\frac{1}{2}$

This session will help all group members master the skill of giving both positive and developmental feedback in a respectful and motivating way.

### Having a challenging conversation $\frac{1}{2}$

Participants will review and practice a framework for having any difficult conversation. Having practised in this safe setting sets up participants to have a successful difficult conversation in the real world, when they are under pressure and when it matters most.

### Dealing with resistance $\frac{1}{2}$

Although participants can prepare for a difficult conversation and modify their approach with emotional intelligence, they cannot necessarily control the team member's reaction. In this section the group will learn how to handle a situation where the other person does not see things in the same way.

### Managing emotions

In a difficult conversation it takes emotional intelligence to deal with angry, crying, yelling people, or people that shut down or refuse to listen. Participants learn how to deal with others' emotional responses as well as their own.

### Dealing with difficult team members

Participants will discuss how to deal with four common types of behavioural issues and learn how best to manage these challenging behaviours to make for a much happier and productive workplace environment.

This difficult conversations training course is the perfect opportunity for participants to bring up difficult situations and difficult conversations they have faced or are facing. It is the ideal forum to problem-solve the situation, so they are ready to confront it with emotional intelligence the next day back at work.



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# delegating and empowering



Team leaders, supervisors and managers who want to improve their delegation skills and aim to empower their team members



Full day course.

Half-day workshop sessions marked with  $\frac{1}{2}$



Run at your offices or in a virtual classroom

**Delegating is not the same as dumping work. Instead, it's a two-way street. One objective is to free up time for the person delegating but the other is to empower the person they delegated to.**

When managers delegate with emotional intelligence (EI or EQ), they build strong and confident teams.

Participants on this delegation skills training course will learn how to delegate tasks and empower their team members.

## goals

- learn the value of delegating for the delegator
- understand how empowering team members is a sign of great leadership
- identify why they may hesitate to delegate – and why they shouldn't
- improve delegation skills – know how, what, when, where and who to delegate to
- learn to better manage priorities.

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**You don't have to do everything! Even Batman had Robin.**

## workshop info

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### Introduction and workshop overview

Participants will understand the objectives of the course and link them with their personal learning objectives.

### Empowering the team $\frac{1}{2}$

Participants discuss at the start of this course why it is important that they learn how to delegate effectively.

### Delegation blockers $\frac{1}{2}$

The group will look at common delegation blockers. They will develop their EQ by becoming aware of their emotions when delegating.

### Empowering - it requires effort

Delegation is not the same as handballing. Participants review their own experiences to come up with examples of how having work delegated to them has helped them in their careers so they can draw on this to empower their team members.

### How to delegate? $\frac{1}{2}$

There are several ways to delegate and your choice depends on the situation. Participants learn to flex their delegation style from holding tight reins, to fully empowering team members.

### Coaching skills

Coaching skills are integral to good delegating skills. The attendees will learn how to use the GROW model to coach team members: set Goals, assess Reality, generate Options and determine the Will/way forward.

### Delegating with EQ $\frac{1}{2}$

So, having agreed that delegating work is a good idea, what does successful delegation look like? The participants will workshop what kinds of tasks they can delegate, to whom, and how.

### Helping team prioritise

When managing a team, you may be asked to help prioritise tasks with team members. Participants will discuss different ways to approach helping, so they empower their team members to find their own solutions when they can.

### Action plan $\frac{1}{2}$

The most important thing about this delegation skills training is putting things learnt into practice. With the delegation plan they create they will feel empowered to delegate as well as develop their team.



grab a quote

# **business skills**



# time management



For all staff members looking for ways to improve their time management skills



Full day course.

Half-day workshop sessions marked with  $\frac{1}{2}$



Run at your offices or virtual classroom

This time management course is a great investment in time for people who feel too busy to attend it. Participants will discover the difference between being busy and being *productive*. Everyone can improve their time management by creating productive habits and breaking unproductive habits.

During this time management training workshop, participants will be given the insights, practical tools and emotional intelligence skills to develop helpful habits that will help them become much more productive at work.

## goals

- prioritise tasks and demands
- set clear plans to achieve goals
- create good habits and break bad ones
- commit to new focused habits
- plan and schedule work to be as productive as possible
- know how to deal with interruptions
- fix a tendency to procrastinate
- manage a seemingly unmanageable email load
- take away a clear personal plan of how to put new time management skills to use.

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Either you run the day or the day runs you – Jim Rohn



## workshop info

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### Introduction and workshop overview

Participants will understand the objectives of the course and link them with their personal learning objectives.

### Being productive $\frac{1}{2}$

Participants will use their own situations to figure out the difference between being busy and being effective, tackling those important jobs head-on.

### A day in the life of $\frac{1}{2}$

Participants will come up with what it means to be a fantastic time manager. They will understand how the ultimate time manager behaves and what life looks like when you create a balance between work, social life, physical and mental health in your life through great time management.

### Distractions and time wasters $\frac{1}{2}$

Participants will figure out their pesky time wasters and habits or behaviours that get in the way of being as productive as possible. They will create a plan to cut down the impact of distractions and time wasters.

### The neuroscience of habits

Participants will learn about habits, why they are hard to create and hard to break. They will use their new insights to plan practical steps to turn unproductive habits into helpful ones, beating procrastination and getting more done.

### Goal setting

Busy people need goals. Goal setting will provide structure and help manage priorities. The group will learn and practise setting SMART goals. They will also learn how to create a plan to ensure they will reach their goals.

### Prioritising $\frac{1}{2}$

One of the hardest but most crucial elements of time management or creating helpful habits is prioritising tasks. Participants will discuss why it is important and will learn to use the 80/20 rule and the urgent/important matrix to prioritise.

### Planning and scheduling

The group will be given tools to plan and schedule prioritised tasks. They will see which ones work for their role and look out how they can use them in their workday.

### Energy cycles and being productive

We're not 100% focused and productive the entire day. It takes emotional intelligence to identify times of high and lower productivity. Participants will review this energy cycle and turn these insights into a plan to put their energy to best use.

### Managing email $\frac{1}{2}$

Email is a source of distraction and frustration. By reviewing and adjusting habits, participants will learn how to not get distracted by emails and better tackle that dreaded inbox and save time.

### Action plan $\frac{1}{2}$

Applying what has been discussed in this course is critical. Throughout this course on time management participants will create personal action plans to create new effective time management habits.



grab a quote



# resilience



Invaluable to anyone experiencing stress, change and adversity, which is all of us



Full day course.

Half-day workshop sessions marked with 



Run at your offices or in a virtual classroom

**People at all levels of our organisations are experiencing stress in epidemic proportions. For our wellbeing and the health and performance of our organisations it is critical that we build resilience.**

This resilience training program builds the emotional intelligence to deal with stress, sadness, anger or all the other emotions that impact our sense of wellbeing. Participants' will learn resilience skills to bounce back from stress: to recover, build and grow from difficulties.

## goals

- discover what resilience means in the work environment
- identify situations that cause the greatest pressure and when resilience is needed
- appreciate how emotional intelligence boosts resilience and how we can build our resilience-EQ
- deal better with situations and actions that cannot be changed
- understand how we can influence what we do by changing thinking
- take steps to improve physical and mental well-being
- develop the agility to deal with change.

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**Strength does not come from winning. Your struggles develop your strengths. When you go through hardships and decide not to surrender, that is strength – Arnold Schwarzenegger**

## workshop info

Our facilitator will adapt the content and workshop style to the needs of the group. The following is a one-day program outline, which we can cut to a half-day workshop. Topics for half-day option denoted by  $\frac{1}{2}$ . We are happy to tailor topics – please discuss with us.

### Introduction and workshop overview

Participants will understand the objectives of the course.

### The what and the why $\frac{1}{2}$

The group will firstly discuss what their ideas of resilience are and through this they will learn what resilience is not. They will conclude how building resilience can help them tackle workplace challenges such as stress, competition, frustration and fatigue.

### How resilient am I? $\frac{1}{2}$

Participants will take part in an exercise to measure their own resilience and their appetite for dealing with difficult situations. This provides self-awareness and boosts their level of confidence and positivity.

### Recipe for resilience $\frac{1}{2}$

The group will look at the factors or ingredients which boost resilience. Building emotional intelligence is an important ingredient to resilience and the group will review the EQ elements that contribute to building their ability to manage change and stresses.

### Rethinking and reframing $\frac{1}{2}$

One of the useful strategies in building resilience is learning how to rethink a situation with a positive spin or calling on positive emotions. Reframing the situation gives the viewer back control. Here is where the participants will first look at the *circle of influence*.

### Building change agility

A common stress trigger in the workplace is change. Change is inevitable and we will need to accept that things will only change faster. Participants will discover how they can make themselves more change-agile by building skills that help them succeed in changed environments.

### Finding zen

Part of building resilience is finding ways of escaping negative thoughts and stress. The group will learn how even a short respite can refresh their outlook and attitude. Different people have different ways of coping so the group will look at various options that they can draw on.

### Reaching out

When managing a team, you may be asked to help prioritise tasks with team members. Participants will discuss different ways to approach helping, so they empower their team members to find their own solutions when they can.

### Action plan $\frac{1}{2}$

Compiling a personal action plan will be a key take-away from this resilience training course. These actions can include workplace activities as well as personal activities since the skills learned extend beyond the work environment.



grab a quote

# beating unconscious bias



All staff members and particularly those in decision-making capacities and recruitment



A half-day unconscious bias course gives a powerful introduction. Shorter and full-day options are available



Run at your offices or in a virtual classroom

Few people deliberately set out to treat others unfairly or aim to create a workplace without diversity. It is in fact often the unconscious biases that lead to choices that reduce equity and diversity.

This unconscious bias training course digs into the concept of unconscious bias - our preconceived opinions, stereotypes, and assumptions that we have gathered from our backgrounds and experiences we carry with us. It makes participants aware of their biases and helps them put in place strategies to beat unconscious bias and help to create an inclusive and equitable workplace.

## goals

- understand what unconscious bias is
- become aware of our blind spots and shortcut assumptions
- appreciate the benefits of reducing unconscious bias and increasing diversity
- improve decision making through conscious thinking and avoiding snap decisions
- develop ways of addressing unconscious bias
- develop an organisation-specific plan on what can be done to reduce unconscious bias.

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**In order to create real change, we need to understand unconscious bias as a fundamental social justice issue that gives birth to all kinds of -isms in our society, not some standalone concept that is nice-to-know - Michelle Kim**

## workshop info

Our facilitator will adapt the content and workshop style to the needs of the group. The following is a half-day program outline (🕒) which we can combine with other topics to a full-day workshop.

We are happy to tailor topics – please discuss with us.

### Introduction and workshop overview

Participants will understand the objectives of the course and look back at occasions when they have experienced being a minority.

### Auto-pilot mode 🕒

Participants will learn how we naturally operate in auto-pilot mode to make the majority of our decisions unconsciously. They will explore how they can build their emotional intelligence, to change the way they act by the way they think.

### Tunnel vision 🕒

The group discuss how a decision-maker with the same point of view will make the same decisions which result in the same outcomes and how this tunnel-view or blind spot, needs to be shifted or expanded for a more balanced and healthy workplace culture.

### Choosing your tribe 🕒

Humans naturally gravitate toward an in-group. The group will look at how humans make decision-making easy for themselves by putting people in boxes, even if this is not intentional or meant in an unkind way.

### Stereotyping and bias 🕒

We will take participants on a journey around bias, touching on the many types of biases there are and the impact these biases can have.

### Even smaller than a text message 🕒

The participants will learn what the term ‘micro-message’ refers to. Being aware of the negative unspoken behaviour and calling it out can help prevent the damage this subtle discrimination can have on colleagues.

### Stop, pause and notice 🕒

This course aims to highlight to the participants, how by building their emotional intelligence, they can monitor their outward behaviour to avoid sending negative micro messages or make unfair decisions.

### Merit not instinct 🕒

Rather than making gut decisions or snap decisions, the group will look at how they may need to slow down their thoughts to make decisions in a more rational and objective way, most likely based on merit.

### Opportunity in diversity 🕒

The group will learn of scientific studies which highlight the advantages of promoting a diverse mix of people in an organisation, particularly in terms of creativity, innovation and better problem solving.

### Call it out 🕒

The group will explore the boundaries of personal safety, assertive communication, reacting with emotional intelligence and ‘upstanding’ behaviour.

### Action plan 🕒

Addressing unconscious bias and evolving to a fully conscious organisation is certainly a work in progress and as part of this course the participants will be encouraged to discuss how their organisation can adjust to help this happen. Participants will make a plan how they can beat unconscious bias in their workplace and personal lives.



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# communication skills



# candid conversations



For people at all levels in your organisation



Full day course.

Half-day workshop sessions marked with  $\frac{1}{2}$



Run at your offices or in a virtual classroom

This workshop will help people to communicate in an open and honest way. Why is this important? Because organisations with an open communication and feedback culture *thrive*.

Being able to have a candid conversation is a skill that comes with practice. Participants will learn why and how to seek feedback, receive it graciously and give respectful feedback to their colleagues.

## goals

- understand the benefits of a candid conversation culture
- understand how people are different and how to flex their style
- request and receive feedback and doing it well
- deal with criticism
- listen actively
- communicate assertively and understand the difference between aggressive and passive communication
- give regular positive feedback – not praise
- give constructive feedback.



Open conversations allow for “a bulls\*\*t-free zone where people love their work and working together” – Kim Scott



## workshop info

Our facilitator will adapt the content and workshop style to the needs of the group. The following is a one-day program outline, which we can cut to a half-day workshop. Topics for half-day option denoted by ½  
We are happy to tailor topics – please discuss with us.

### Introduction and workshop overview

Participants will review the agenda and will discuss their personal objectives.

### Why a candid conversation culture? ½

The group will talk about the benefits of an organisational culture where communication is open and honest. Where relevant we will link the program to the organisational values.

### Adapting to different styles

Participants will learn to identify four behavioural types: Drivers, Expressives, Amiables and Analyticals. Through a self-assessment team members will find out their own style and they learn some tips in dealing with other styles.

### Asking for feedback

Through the Johari Window participants will explore the benefits of receiving feedback and how to ask for it.

### Receiving feedback ½

Participants will discuss how to deal with tough feedback and the emotions that go with it. They will learn how to develop the emotional intelligence to choose their reaction instead of responding to their impulses.

### Active listening ½

Participants will learn techniques to show they're listening.

### Giving feedback ½

Giving good feedback is such an important skill. Participants will learn to use the SBIA model to give positive and constructive feedback.

### Getting over feedback fear ½

Giving constructive feedback is challenging for most of us. We'd rather avoid those tricky conversations. The group will look at what holds people back and how to build up courage to assertively give feedback.

### Having a challenging conversation ½

Participants practice using a framework for having any difficult conversation: how to open; how to follow through, and how to close.

### Dealing with resistance

What if the other person is offended or denies the topic of feedback? The team will learn to deal with push-back.

### Action plan ½

We know that the most valuable part of training is putting the new skills into actual use in day-to-day work. We ask the attendees to set concrete goals and make themselves accountable so that the value of attending has a far-reaching impact, and the organisation starts to benefit from their new skills.



grab a quote

# communicating with eq



Everybody can benefit from this communication skills training course, no matter their role in your organisation. This can be a great team-building day also.



Full day course.

Half-day workshop sessions marked with 



Run at your offices or in a virtual classroom

By adulthood you'd think we were all pretty much expert at communicating with one another. What is there to learn in attending a communication skills training course? But you will be surprised how much of how we say or write something affects our work relationships.

In this interactive workshop participants learn about impactful business communication. Learning how to communicate with emotional intelligence (EI or EQ) will be compelling and relevant to all staff members.

## goals

- understand the value of emotionally intelligent communication in the workplace
- learn the things that make communication difficult or less effective
- understand different communication styles and being able to adapt
- ask different types of question to gather information
- learn to listen actively
- build rapport
- communicate with empathy
- write effective emails.

**EQ**  
**train**

The way we communicate with others and with ourselves ultimately determines the quality of our lives – Anthony Robbins



## workshop info

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We are happy to tailor topics – please discuss with us.

### Introduction and workshop overview

Participants will review the agenda and will discuss their training objectives.

### What actually is communication? ½

The group will explore their ideas of what communication is and where they see their strengths and what they find challenging. They will look at the role of emotional intelligence in effective communication skills.

### It goes without saying ½

Participants will study some of the science behind human communication and find out how little of what we communicate is done with words. They will learn how useful EQ is: *how* something is being said can provide more information than spoken words.

### Communication styles

Participants will learn about the DISC model and how they can adjust their style to put the other person on-side rather than off-side. Being emotionally intelligent allows for more productive dialogues and ultimately builds better relationships.

### Questions and answers ½

Asking the right questions helps in finding solutions to issues. Extending on this topic of effective questioning skills the group will learn to actively listen to the answer in an effective and emotionally intelligent way.

### The r factor

In communication, a lot of relationship and team development comes down to building good, old-fashioned rapport. For 'people-people' this comes as second nature and for others this is not as easy to master. Here the group will explore in which ways we can build and maintain rapport with team members and other work colleagues.

### Feedback v criticism ½

Giving feedback is essential in a workplace so that people can grow and develop and see what they themselves cannot see. Yet it can be perceived as criticism. This session will help all group members master the skill of giving both positive and developmental feedback in a respectful way.

### Writing emails

The group will spend some time focusing on emails as effective written communication is critical. Some people prefer to email their colleagues rather than have a face-to-face discussion and this session will guide the participants when email is and is not the best medium to use.

### Action plan ½

The most important thing about this communications skills training is putting things learnt into practice. The participants will therefore consider what communication techniques are most relevant to them and how they can best put them to use. They will also plan for the results they hope to see from using these new or refreshed skills.



grab a quote

# emails



All staff members who frequently use email communication



Half day course.

Combine with business writing for full day workshop



Run at your offices or in a virtual classroom

Email is one of the most efficient forms of communication but there is a skill in keeping them succinct, to the point and professional. Our inboxes are inundated and we often have to sift through poorly written, long-winded emails which lack clarity and fail to tell you what, if any, action is required.

Participants on this email writing course will learn how to become master emailers. They will use practical exercises to learn how to write emails that are effective and deliver the message accurately and concisely.

## goals

- learn when to email and when to not email
- understand the power and the pitfalls of this digital medium
- plan and write with a clear purpose and aimed at the reader
- write with clarity
- compose emails that are concise and not too wordy
- write emotionally intelligent emails
- manage expectations and use appropriate tone
- know what to check before hitting 'send'.



How to write a good email:  
1. Write your email  
2. Delete most of it  
3. Send

– Dan Munz

# workshop info

Our facilitator will adapt the content and workshop style to the needs of the group. The following is a half-day program outline: ½  
 If you would like a full day workshop please contact us to discuss combining this with some topics from our business writing workshop.

## Introduction and workshop overview

Participants will review the agenda and will discuss their email writing training goals.

## Choosing to email ½

We cannot imagine workplace communication without email. But it is also an overused medium. Participants learn to stop and consider alternatives to email writing before they start typing one.

## Email pros and cons ½

The group will also discuss the far-reaching impact of email. For example, how it can be shared with a wider audience than the intended recipient. They will also think about security and confidentiality challenges and other issues that can arise from poorly judged emails.

## Email dos and don'ts ½

Finding the right balance in modern day workplace email writing can be hard, so the group looks at how to adjust tone according to the person or people they are writing to. They will learn to write emotionally intelligent emails without the voice and body language to express the tone. don'ts

## Writing skills ½

We all know how to write, right? The participants look at how they can write better, with a clear purpose, a clear structure and clear of clutter. Participants will learn to write emails using the simple but powerful SPIT framework.

## Action plan ½

Applying what has been discussed in this course is critical. Throughout this course on email writing participants will create personal action plans to put what they have learnt into action for writing powerful emails.

## Emails and EQ

*Understanding how emotions impact on the writing and interpreting of emails is critical to transferring the right meaning. Emotional Intelligence is therefore an important skill in email writing and therefore has a central place in this email writing training course.*



grab a quote

# business writing



Anyone who writes for work



Full day course.

Half-day workshop sessions marked with  $\frac{1}{2}$



Run at your offices or in a virtual classroom

We might not all see ourselves as 'business writers' but this business writing course is relevant for **EVERYONE** who writes in a work environment. Whether it be emails, reports, policies or instructions; any form of writing at work is regarded as *business writing*.

Participants at all levels within the organisation who attend this professional writing training course will learn strategies to write clearly and professionally. They will use practical exercises to plan and structure business communications, to truly be reader-friendly.

**train** 

## goals

- use the POWER writing approach
- learn to plan and organise the piece of writing
- plan and write purposefully
- write clearly and concisely
- improve spelling, grammar, punctuation
- respect the reader – manage expectations and tone
- use a variety of essential formatting techniques
- understand the importance of self-review and proofreading.

Either write something worth reading or do something worth writing  
– Benjamin Franklin

## workshop info

Our facilitator will adapt the content and workshop style to the needs of the group. The following is a one-day program outline, which we can cut to a half-day workshop. Topics for half-day option denoted by  $\frac{1}{2}$ . We are happy to tailor topics – please discuss with us.

### Introduction and workshop overview

Participants will review the agenda and Participants will get an introduction to the POWER writing approach.

### Planning $\frac{1}{2}$

Most unclear writing results from unclear thinking. Good planning is essential to thinking and communicating persuasively. Participants will learn how to first consider who their readers are, why that reader group matters for their writing and what they want to achieve with their writing.

### WIIFT - what's in it for them?

The writer gains influence by considering how their readers view the message. What are the reader's views and interests? By considering the reader's perspective of 'what's in it for me?' the group will be able to structure their writing to effectively persuade their audience.

### Mind mapping

The group will use mind mapping to arrange and organise ideas. They will practise using the technique to structure a piece of writing and save a huge amount of writing and revision time later.

### SWYP $\frac{1}{2}$

Participants will find out exactly what this mysterious acronym stands for, but it is essential for writing with impact and for efficient, clear and powerful communication.

### Writing techniques $\frac{1}{2}$

We all know how to write, right? In this large segment of our course, participants will practise many writing techniques that make business documents more powerful. As a result, participants will be able to produce crisp and logical business writing.

### Finishing touches $\frac{1}{2}$

Consistent, clear formatting and careful proofreading are essential aspects of a well written business document or email. Even if we are in a hurry, our time is well spent on arranging the document so that it is easily readable and coherent throughout.

### Ooops!

The group will discuss aspects of managing risk with business communications, and, of course, helping to ensure that emails are not sent to incorrect recipients (yes, we've all been there).

### Action plan $\frac{1}{2}$

Applying what has been discussed in this business writing skills course is critical. Throughout this training participants will create personal action plans to put what they have learnt into action for using the skills they have gathered.



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# customer service



Anyone who delivers service to others, inside or outside of the organisation, will benefit from this training course



Full day course.

Half-day workshop sessions marked with  $\frac{1}{2}$



Run at your offices or in a virtual classroom

Everyone in an organisation is expected to deliver great customer service. Whether your customers are your traditional external customers, paying for goods and services, or internal colleagues who need your support, you need to provide service to a high degree.

This customer service training course builds the emotional intelligence skills that allow participants to create impactful customer experiences. They will define the practical actions they can take to create customer interactions that 'wow' the customer.

## goals

- clarify who the customers are
- understand what creates exceptional customer experiences and why they matter
- identify the 'moments of truth' and ways to improve customer experiences
- learn how to respond with emotional intelligence in person, by phone or by email
- take ownership of the customer experience
- know how to deal with complaints
- handle challenging situations by finding alternative options
- find common ground and be flexible with a diverse customer base.

**train** 

The goal as a company is to have customer service that is not just the best but legendary – Sam Walton

## workshop info

Our facilitator will adapt the content and workshop style to the needs of the group. The following is a one-day program outline, which we can cut to a half-day workshop. Topics for half-day option denoted by ½  
We are happy to tailor topics – please discuss with us.

### Introduction and workshop overview

Participants will review the agenda and will discuss their training objectives.

### Who is the customer? ½

The group will discuss who their customers are, and they will discuss why they are important. This discussion will look at external and internal customers and stakeholders.

### Tuning in ½

Participants will discuss essential customer service and EQ skills such as questioning, listening and observing.

### The moments of truth ½

Next, the participants will work out the customer lifecycle with your organisation. They will determine the importance of the moments of truth to then create powerful customer experiences.

### Who owns the customer?

In this session, the group reviews who is responsible for customer interactions and how to ensure customers have a smooth experience.

### The wow factor ½

As the participants consider how they and the organisation can address their customer needs. What would *legendary* customer service look like?

### First impressions

Creating that wow factor often starts with first impressions. In this session the group will brainstorm what creates a customer's first impression, even if that interaction is over the phone.

### Happy language, happy customers ½

It is a useful EQ skill for customer service team members to have ways of remaining cheerful and maintaining energy. Tips around this and using positive language will be the focus of this section.

### Phone and digital conversations

Different ways to communicate with customers present different challenges. The participants will discuss the challenges they face and ways of overcoming them with practical tips.

### Dealing with complaints

Inevitably the group will have come across customers who are complaining or are upset. The participants will build their customer skills to handle these situations with EQ.

### Diverse customer bases

Truly legendary customer service shows sensitivity to a diverse customer mix. The group will learn to use EQ, to make it easier for the customer to understand and tweaking their style to establish a better connection.

### Action plan ½

This training course covers lots of elements of customer service so it is important that all group member compile their own action plan based on their role and where they believe they can go that extra mile.



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**get in touch**



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