

OUR OFFERING

Power Skills



Introduction

So – what are Power Skills?

These are what are often called 'soft skills' – those which are around behaviour.

Josh Bersin refers to these as Power Skills as they are the skills that give you the real power at work.

Our approach to learning

We are passionate about what we do and our approach which we call **REALITY** Learning



Relevant – Ensuring the learning is relevant both in context and application



Exciting – Capturing the excitement of the participant so they want to know more



Achievable – Ensuring participants feel confident that they can achieve



Lived – Focus is on a lived experience and telling stories to bring learning to life



Interesting – Incites the participants to want to know more



Transforming – Inspires individuals to make changes



Yields Value – Focus on measurable impacts to the business

The workshops

Assertiveness

Duration: 3hrs

Being assertive is a core communication skill and can help you express yourself effectively and stand up for your point of view. This session will focus on understanding the key attributes of assertiveness and how these can be put into practice in a variety of situations. Content includes:

- Understanding our drivers and our own mind games
- Identifying Assertive, Aggressive and Passive behaviours
- Overcoming barriers to assertive behaviour
- Handling Difficult Situations using constructive behaviours
- Maintaining Adult to Adult Relationships
- Introduction to Emotional Intelligence

Conflict Management

Duration: 2hrs

ACAS estimates that the conflict involving individuals at work costs UK businesses an estimated £28.5 billion a year. This session will equip individuals with the skills to resolve conflict at work and will cover the following:

- The Causes of Conflict
- Getting to Win Win
- The Five Styles of Conflict Resolution
- The Four Communication Styles
- Transactional Analysis
- The HIP Model of Feedback
- Putting it into practice

The workshops

Giving and Receiving Feedback

Duration: 3hrs

Lucy Adams, the former HR Manager at the BBC, once described feedback as being like someone running up behind you in a dark alley. This session will enable individuals to both give and receive effective feedback and will cover:

- The impact of positive feedback
- Combining challenging directly and caring personally
- The HIP approach to feedback
- How to solicit effective feedback from others
- Receiving feedback and turning it into positive actions

Having Influence Without Authority

Duration: 2hrs

Being influential in organisations is not always about being in a position of authority. Influence comes in many shapes and sizes and this session will explore how to be influential in any role. The content of the session includes:

- Defining what influence is
- Introduction to Cialdini's principles of influence
- The difference between influence and authority
- Sources of power at work
- The Influence Without Authority model
- Key skills of effective influencers

Resilience

Duration: 2hrs

The Resilience Institute notes that individuals who participate in resilience training have an increase of 52% in the areas of focus, clarity and optimism. This session will help participants identify personal resilience strategies with the content including:

- Rewarding and challenging aspects of work
- Defining resilience and looking at the characteristics of resilient people
- Reviewing our personal Work/Life balance using the activity life balance wheel
- Strategies to build resilience, including self-awareness, mindfulness and gratitude awareness

The workshops

Telephone Assertiveness Training Duration: 2hrs

Given that 89% of customers are more likely to make another purchase after a positive customer service experiences, being able to provide excellent telephone assistance is increasingly important. This session will highlight the skills required and will equip individuals to provide this. The session content includes:

- Defining positive telephone interactions
- The impact of using different vocal techniques on communication
- The 6 steps to handling incoming calls
- Effective listening and questioning skills
- The difference between assertive, aggressive and passive behaviour, and their impact on communication

Managing Self Duration: 6hrs

With the emphasis moving from Time Management to Managing Self, this workshop will explore the key aspects of enabling our best performance at work. The session content will include:

- What is the focus of my job role?
- The Urgent and Important Grid
- Using Pause, Clarify and Decide
- Procrastination and ways to overcome it
- SMART/FAST Objectives
- Delegation
- Bringing your Best Self to Work

Understanding the Choices We Make Duration: 1.5hrs

Our drivers influence our choices, which in turn impacts on our impact at work. This session is designed to identify personal drivers and how this impacts on the choices we make. The content includes:

- What's important to you and why
- Choosing our attitude and behaviour
- Introduction to Johari Window and how it helps us build relationships
- Focusing on continuous professional development

These sessions can be run:

- **Virtually – we would recommend using a bite sized approach using 90-minute sessions.**
- **Face-to-face individual workshops at our premises or your organisations.**

Please contact Helen@strategisolutions.co.uk to discuss further.

