

## Content

### Effective people

- recognise the habits of effective people
  - turning bad habits into good habits
    - appreciate your strengths and how to play to them
  - embracing change positively; being flexible and adaptable

### Understanding emotions

- emotional intelligence
- know your emotions and their effect on others and your performance
- understanding other peoples' emotions; awareness of their feelings, concerns and needs
  - controlling anger and disruptive emotions

### Improving performance

- taking responsibility for personal performance
- intuition and decision making
- encouraging and accepting new ideas, approaches and information
  - energy and performance; an optimistic outlook
  - authenticity, openness, trust and commitment.

# Personal Effectiveness

## Personal Impact

You work in a busy and demanding environment where your ability to work effectively with a wide range of different people is an important part of delivering results. One way to achieve this is to recognise that you can make choices about how to think and feel, resulting in positive business relationships and improved performance.

A growing number of organisations recognise that understanding and developing personal effectiveness leads to improved business performance. We will provide participants with fascinating insights into themselves and help them to learn how to be more effective colleagues, managers or leaders.

### Benefits

By the end of this programme you will be able to:

- understand how your emotions affect your own performance
- significantly deepen your self awareness and develop your personal effectiveness
- use emotion positively to motivate yourself and others to improve performance and achieve business goals
- manage anger, conflict and change in a positive way
- build stronger, more authentic work relationships.

### Approach

Using a highly interactive formula, the day is full of ideas, tips and models. Our facilitator will help you to discover where you are, where you want to be and how to get the results you want. A key component is the opportunity to reflect and share deepening self-awareness with other participants. This approach offers a great environment for learning. At a practical level participants will have the opportunity to plan how to apply their learning back at work.

### Who should attend?

Anyone who works with others will benefit from attending this programme.

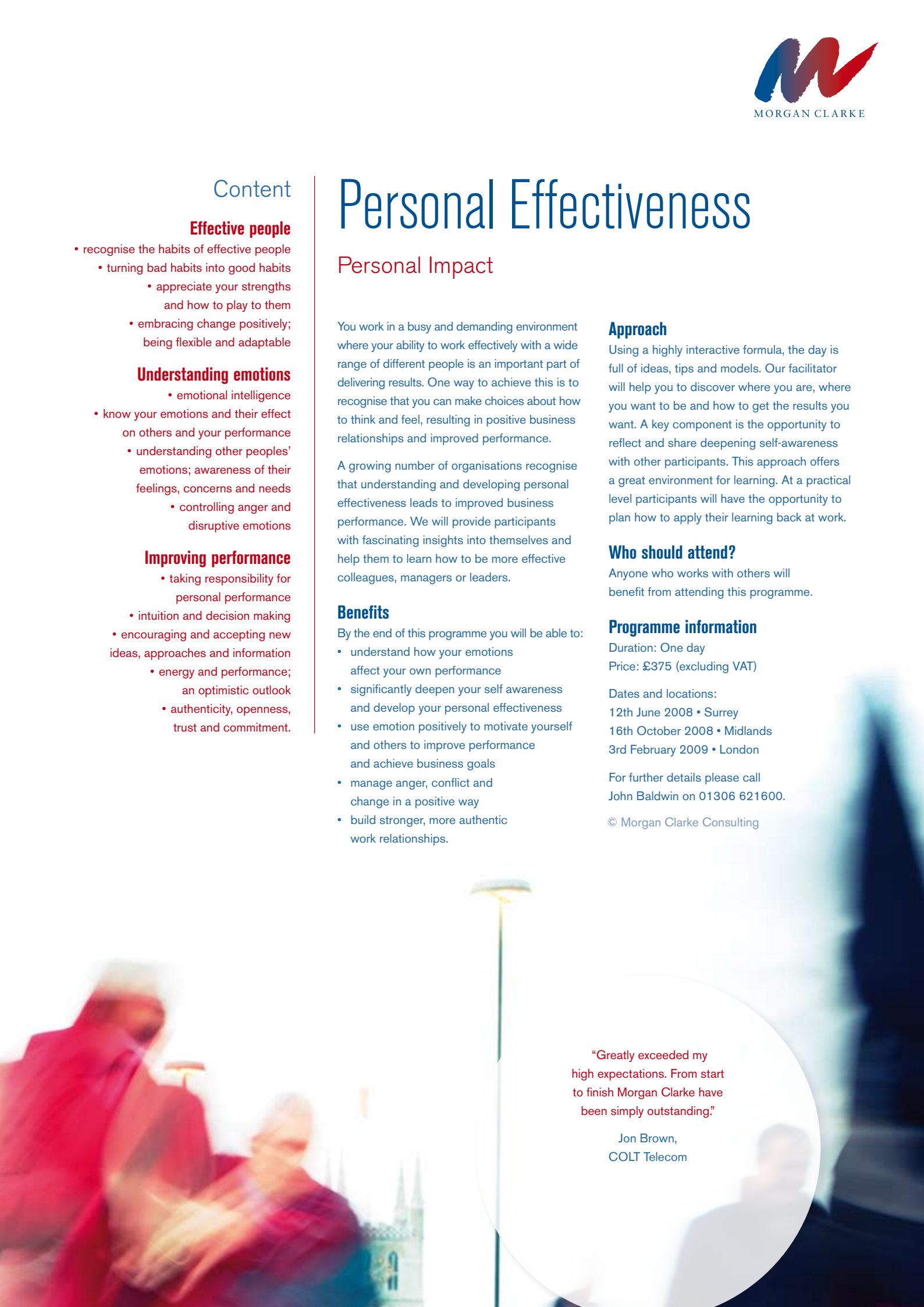
### Programme information

Duration: One day  
Price: £375 (excluding VAT)

Dates and locations:  
12th June 2008 • Surrey  
16th October 2008 • Midlands  
3rd February 2009 • London

For further details please call  
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"Greatly exceeded my high expectations. From start to finish Morgan Clarke have been simply outstanding."

Jon Brown,  
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