

# Develop your organisation's people skills



Investing in your staff's people skills can pay huge dividends – helping to increase innovation, collaboration, and productivity, as well as employee confidence, engagement, retention and morale. Estimates on the cost of losing an employee range from tens of thousands of dollars, to one and a half to two times their annual salary. The cost of training existing staff members can be substantially less than replacing them, and the benefits in having a more cohesive and collaborative team far outweigh any L&D costs incurred.

At Thomas, we've used the experience we've gained over our 40 years in business as well as the expertise of our teams to design a series of virtual workshops to help your people grow as individuals, as managers, and together as teams.

These workshops have been designed to be accessible to all, with the only pre-requisite that all delegates complete a Thomas assessment – no certification required. Whether you have individuals looking to improve their personal skills, emerging managers, or established managers looking to build upon their existing skills, we have a workshop to fit your requirements.



Our course delegates enjoyed our courses so much, they scored Thomas Training an NPS of 72.

An excellent Net Promoter Score (NPS) is considered to be 50+, with world-class 70+.

## Individual skills - Single 3-hour workshops

- > **Improving personal performance**
  - Attendees will become more aware of their own behaviours, the strengths and challenges that their behavioural profile brings, how their choices may affect those around them, to recognise and understand the behaviours of others, and the impact of motivations
- > **Sharpening communications**
  - Delegates will gain insight on why effective communication is so important, how communication works, their own and others' communication styles, the barriers to effective communication and how to overcome them
- > **Assertiveness skills**
  - Participants will learn how to stand up and make their voices heard – the right way! They'll understand the differences between aggressive, passive and assertive behaviours, insight into managing awkward conversations more confidently, how to say no the right way, to ask for what they want confidently, to give meaningful and effective feedback and to close conversations effectively
- > **Managing emotions and understanding emotional intelligence**
  - At the end of the workshop, attendees will understand what Emotional Intelligence (EI) is, the role it plays in their work and personal lives, their values, emotional triggers, how to connect to their own EI strengths and challenges, and will learn how to manage their emotions
- > **Managing conflict in the workplace**
  - Attendees will better understand how to manage conflict in the workplace, to know their own communication style as well as that of others, to recognise what triggers conflict, the role of emotions in conflict, how to manage their own emotions, and how to avoid frustrations and hindered growth
- > **Intelligent selling**
  - This workshop will help delegates learn the key components of successful sales performance, to understand the attributes of a good salesperson, to discover how their Emotional Intelligence drives and influences their personal selling style, and to develop techniques for selling to different behavioural profiles

## Management skills - Each comprises two three-hour workshops

- > **Unlock the leader within**
  - After the workshop, participants will be able to recognise the difference between leadership and management, when to step in or out of either role, their preferred leadership style, how to modify their behaviour based on individuals or situations, to review their emotional intelligence profile against the requirements of leadership and to set personal objectives to drive their impact as an effective leader
- > **Foundation management skills**
  - Emerging managers will have increased self-awareness after the workshop and will understand their personal strengths and limitations. They'll learn effective techniques to modify behaviour and communication styles to become more effective managers, will understand the potential adverse impact of unconscious bias as well as how to encourage diversity in teams
- > **Intermediate management skills**
  - Managers attending this workshop will leave it understanding how to manage their emotions and those of their team, to build confidence when handling stressful situations, and will review their emotional intelligence profiles against the requirements of leadership
- > **Advanced management skills**
  - Upon completion of this workshop, attendees will understand what potential is and how it can be developed, how their personality shapes their potential as a leader, as well as learning techniques to enhance self-awareness and build on their leadership traits

*Get in contact with your Thomas account manager today to find out more about how these workshops could help you to unleash the power of your people and build collaborative, high-performing teams.*