

2019 BEHAVIOURAL STRATEGIES for effective inter-personal intelligence



2-DAY TRAINING PROGRAMME

led by renowned **ERIK VERMEULEN** aims to equip EAs, PAs & Office Managers at every level of the organization with infallible ways of building and managing relationships.

JHB

 **JOHANNESBURG**, Holiday Inn, Rosebank

 **15 - 16 MAY 2019**, Wednesday & Thursday

CTN

 **CAPE TOWN**, The Vineyard Hotel, Newlands

 **22 - 23 MAY 2019**, Wednesday & Thursday

ATTITUDE AND
MOTIVATION

BEHAVIOUR AND
PEOPLE
MANAGEMENT

INTER PERSONAL
INTELLIGENCE

RE-FOCUS ON
OPPORTUNITIES

POWER OF THE
MIND

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Behavioural Strategies

for effective inter-personal intelligence

More and more often, as companies cut costs and downsize in a post-recession economy, PAs and EAs are being tasked with managing multiple relationships. Not only this, but the latest trends indicate that the modern Assistant is being given multiple responsibilities in terms of managing relationships and keeping morale high.

WHY CAN'T EVERYONE JUST BE NORMAL, LIKE ME?

FACT: We can get the best out of personal relationships by treating others the way they want to be treated.

We'll equip each delegate with the fundamental skills to build effective, lasting relationships and also provide them with an easy-to-use method for creating a better understanding of themselves and the behaviour of others. Delegates will learn how to evaluate others' behaviour in a scientific, yet practical way allowing them to better understand what each person requires from interactions with others.

Delegates are taught how to identify different personalities (behaviour styles) based on certain behavioural criteria and how to modify approaches in order to manage relationships effectively. We explore back-up styles, managing conflict and how to identify the different behavioural styles based on facial expressions and body language.



WHAT THE DELEGATES WILL TAKE HOME

- **Top Content, Top Take-Away Notes, Top Skills.** Delegates go through a learning journey that is delivered in an inspiring and entertaining way ensuring better retention of the subject-matter.
- **Immediately actionable insights.** Delegates will leave with practical examples and perspective allowing them to immediately implement key changes, steps and activities to derive value from the programme content.
- **How to use inter-personal intelligence** with internal and external **customers** to their best advantage.

BENEFITS FOR THE INDIVIDUAL AND ORGANISATION

You want a return on investment, not so? This programme offers you:

- A fresh and unique perspective on behaviour and people management.
- Immediately actionable behaviours to help realise your goals.
- An understanding of the difference in people and how to communicate effectively with them in order to minimise conflict.
- A can-do Attitude towards colleagues, team-work and customers.
- The motivation to go the extra mile.
- Vivid learning moments that are easy to recall, for several months after the event.
- A speaker who provides both memorable content and tools that delegates can immediately apply in order to change their results.

WHAT DELEGATES ARE SAYING

Apart from creating memorable learning moments and providing often-needed perspective and challenging paradigms, previous delegates say what they found valuable in our perspectives:

"Erik's enthusiasm is contagious. His modest attitude instantly puts people at ease while he effortlessly undertakes to explain corporate profitability in terms of team work and employee interaction. This refreshing approach to understanding business makes it easy to put day-to-day issues that arise into perspective, thus allowing action items to come to the forefront. Erik comes highly recommended with energy levels that make any solution seem possible."

Lindy-Anne du Toit, PA to Ian Hoy, Head: Standard Bank Group IT

"It's rare that you come across standout influential and adventurous individuals like Erik Vermeulen. I had the privilege to meet Erik during 2017 and am astounded by Erik's ability to connect and positively influence an audience with his enthusiastic character. Erik is an eminent Behavioural and Engagement Strategist with broad and deep domain knowledge in developing leaders, company cultures as well as organisations to improve performance and understand different areas of behaviour."

Carine Daniels, PA of the Year

"Erik delivers very insightful and stimulating sessions to one's team. He ensures to understand the desired outcomes upfront and you can be guaranteed of the expected result."

Top qualities: Personable, Expert, Creative

Ulanova Visser, Samsung SA

"Erik assisted us through a tough period of change. He provided creative learning scenarios that he followed up with detailed support afterwards. We subsequently used him several times, most recently in 2009. I highly recommend him!"

Top qualities: Great Results, Personable, Creative

Brett Garrod, Johnson & Johnson

"Having had the pleasure of working with Erik previously, I can highly recommend his work. Erik is professional, focussed, he delivers superlative results and is extremely well received by all levels within an organisation, especially leadership. I am more than happy to share with you the details around work that we have engaged in with Erik."

Top qualities: Great Results, Personable, Expert

Jacqueline Humphries, The Brand Union, Neotel



HOW TO BOOK YOUR SPOT!

How do I confirm my attendance?

- Please complete the attached form and send it to erik@ridgeline.global
- We will acknowledge receipt and send you an invoice.
- Full payment confirms your attendance.

FEES: R 5,995 per person VAT incl.

What about a Discount?

- PAFSA Members: Get a **15%** discount
- Non PAFSA Members: Get a **15%** discount on your registration if you bring 3 or more colleagues.

Programme Outline



DAY 1

08H00 Delegates Arrival & Registration

08H30 Greetings and Introductions

Welcome, Introductions, Objectives Clarification & Full Value Contract

The Full Value Contract (FVC) is a verbal agreement between all members of the team / participants that ensures full participation, open sharing, acceptance of the boundaries within which the programme will take place, as well as acceptance of the facilitators. This forms the foundation for learning, sharing and participation and also creates an emotional "safety net" allowing delegates to experiment with new ideas and original behaviours during the activities in order to find the optimal working methods.

The Test of Discernment

People Business

Success:

We discuss the meaning of success by making use of audience examples of successful people and the attributes they have. We then ask the question, "Where we born to be successful?" by looking at other attributes we do not normally associate with success.

10H00 Morning Tea / Coffee Break

10H30 Attitude:

We address the relationship between Attitude and Results and effect of this on Effective Teamwork by facilitating the questions What is Attitude? Where does it come from? Who / What Controls it? Does Attitude affect results? Who or what influences Attitude?

Mind Power and Mind Management Principles:

We show the power and application of Effective Mind Management by exploring mind power and the management of thought processes through the 5 Mind Management Principles.

Motivation:

We cannot motivate people, we can only influence what they are motivated to do. BUT we can give them the Creed Of Champions, and the tools for Self-Motivation.

11H30 Behaviour – The Desert Survival Activity

12H00 Lunch

13H00 Conference Room

Introduction to Behaviour:

We examine the Human Iceberg Principle and discuss how, when and why we would want to observe behaviour.

The Behaviour Module Part 1 – Power:

In a practical and inter-active way we explore the meaning of Inter-personal Intelligence through distinguishing between Dominance and Easy-going nature. Each delegate is practically assessed.

14H30 Afternoon Tea / Coffee Break

The Behaviour Module Part 2 – Motion: In a practical and inter-active way we explore the meaning Inter-personal Motion through distinguishing between Spontaneous and Self-controlled nature. Each team member is practically assessed.

16H00 End of Day

Programme Outline



DAY 2

08H00 Arrival, Coffee & Tea

08H30 Conference Room

Style Identification:

We bring together the observations made in the Behaviour Modules and plot each delegate on the Merryll-Reid Grid. This is followed by an in-depth discussion about each style and how the styles relate to sales, decision-making, customer service, team-work and problem-solving.

Style Description:

Each of the four Behavioural Styles is described in detail. We discuss their different approaches to people, how they make decisions, how they deal with conflict, what they require from people, how they build relationships, what motivates them and how they respond to people and situations.

10H00 Morning Tea / Coffee Break

10H30 Practical Tasks

Using some practical, experiential activities we see how the different behavioural styles respond to problem-solving, stress, pressure, deadlines, team-work and each other in order to highlight communication techniques and the inter-personal needs each style has of the other styles. We'll discuss the importance of versatility in dealing with other styles.

12H30 Lunch

13H30 Back-up Styles, the effect of pressure and stress, Versatility and Managing Conflict

In this final structured session we highlight how behaviour styles are affected by stress and pressure, what back-up styles are and when they appear and how we can manage inter-personal conflict through versatility.

15H00 Afternoon Tea / Coffee Break

15h15 Open Forum Discussions

This is an open and unstructured session where we allow delegates to bring to the discussion specific case studies. It serves as a mini coaching session to discuss further practical applications of Behaviour Styles in work and life.

★ **Presentation of Certificates**

16H00 Programme Closes

ENROLLMENT FORM



2 Day Training Programme Behavioural Strategies for effective inter-personal intelligence

CHOOSE YOUR CITY			
JOHANNESBURG 15-16 MAY		CAPE TOWN 22-23 MAY	
DELEGATE DETAILS			
NAME		SURNAME	
POSITION			
TEL NO		MOBILE NO	
E-MAIL ADDRESS		DATE OF BIRTH	
COMPANY DETAILS FOR INVOICING PURPOSES			
NAME			
ADDRESS			
CO. REG. NO		CO. VAT REG. NO	
TEL NO		EMAIL	
DISCOUNT OPTIONS			
PAFSA MEMBER DISCOUNT			
YES		NO	MEMBERSHIP WILL BE VERIFIED BY PAFSA
ADDITIONAL DELEGATE DISCOUNT			
DELEGATE 1	NAME & SURNAME		
	POSITION		COMPANY
	EMAIL		MOBILE NO
DELEGATE 2	NAME & SURNAME		
	POSITION		COMPANY
	EMAIL		MOBILE NO
DELEGATE 3	NAME & SURNAME		
	POSITION		COMPANY
	EMAIL		MOBILE NO
ADDITIONAL INFORMATION			
Special Dietary Requirement:		Disability Requirements:	
SUBMISSION CONFIRMATION			
SIGNATURE		DATE	
<ul style="list-style-type: none">Please complete all the fields and email your enrolment form to erik@ridgeline.globalWe will acknowledge receipt and send you an invoice, full payment confirms attendance.PAFSA Members: Get a 15% discountNon PAFSA Members: Get a 15% discount on your registration if you bring 3 or more colleagues.			