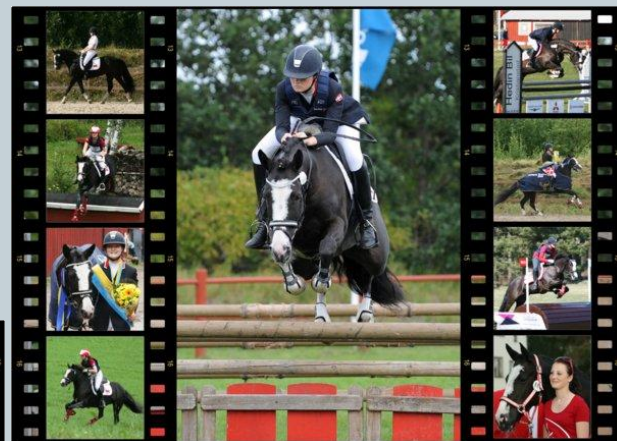


# Course / Workshop Catalogue

## Træning og Holdninger på Vejen til Succes

1



# Course / Workshop Overview

2

- This is an overview of the standard courses offered.
  - Effective Communication
  - Personal Impact
  - Effective Meeting Management
  - Negotiation Technique
  - Cultural Awareness
  - Living Leadership
  - Change Leadership
  - Coping With Changing Times
  - Conflict Resolution
  - The Knowledge Challenge
  - Living Coaching
  - Time Mastery
  - The Speed of Trust

# Course / Workshop Overview



- Courses can be presented in either Danish or English
- Courses can either be arranged 'globally' with participation from several offices or 'locally' with participation from one office only
- Courses can also be arranged with participation from several different companies or customers / external parties
- Courses can be tailor-made to specific companies and situations
- If you want to learn more about a specific course please contact Elisabeth Richard Jensen on [erj@scan-trans.com](mailto:erj@scan-trans.com) or +45 6155 5001

# Effective Communication



**You never *not* communicate**

Communicating effectively is becoming more challenging. Most people are becoming increasingly focused on own needs and they often end up taking control or simply not understanding the overall message being send or received.

Effective Communication is about ensuring that you stay many steps ahead of others at all times and stay in complete control of the message that you send. Where does the message go to: The head, the heart or the hands of the recipient in order to harvest the right outcome of the goals for the communication?

- Experience the impact of the “We” versus “Me” focus.
- Understand the importance of fostering a trusting environment through a global and interdependent focus.
- Discover how the right leadership role impacts company wide goals including [Cultural Awareness and Diversity](#)
- Targeted Planning of your communication
- What is the Core Message – all the time..?
- Needs identification and Motivation.

# Personal Impact



- Every single day leaders and employees are bombarded by information and messages that everybody do their best to filter and sort. It is a battle for attention. The only people who get through are those who understand how to send a clear, relevant message that is *Alive*. Naturally this demands a lot vis-à-vis the personal soft skills as a living presenter.

- Personal Impact is about making you a conscious global communicator when face-2-face with other individuals. In addition it is about the necessary tools to ensure the message grabs attention of its target - however much noise there may be around it. A unique and dynamic workshop built on active learning principles. Through constant interactive participation and learning by doing, all participants will acquire greater self-confidence and be able to prepare presentations with strong personal impact.

- Presentations Skills
- Distilling and communicating your core message personally
- Personal impact and personality style and typology
- Staging your session right – face-2-face or on the phone
- Body language and tone
- Planning, sequential and responsive

# Effective Meeting Management



- Meetings will be part of every business person's professional life – you will attend many meetings and also lead and influence the process and outcome of meetings. To optimise the efficiency and success of meetings you need to learn a set of skills. Meetings must have a purpose and a structure and must be conducted with the right people for the right reasons. Meeting Management is a serious matter.

- A variety of tools and techniques plus common sense can make meetings less painful, more productive and maybe even fun. The purpose of Meeting Management is to provide useful techniques that can teach participants to prepare structure and carry out productive meetings. Meetings are expensive and represent a large investment for most companies.

- Understanding how to optimise this investment can influence you and your teams' results.

- Establishing reasons for the meeting
- Invite the right participants
- Develop an agenda
- Opening of the meeting – creating roles
- Time management of meetings
- Evaluating meeting process
- Developing good closure with all for action points

# Negotiation Technique



The ability of a person to motivate and influence the customer or the supplier is decisive to success in any commercial situation. Negotiations have not become any easier! Customers and suppliers are becoming increasingly professional and focused and they often end up taking control determining both price and delivery terms.

Negotiation Technique is about equipping you to stay a step ahead of customers and supplier at all times and to stay in complete control of the process.

Nobody likes having anything forced on them. Everybody likes being motivated to a good agreement. The great negotiator understands how to start with what the company really wants rather than with actual products, prices or services. This requires empathy and insight in the other party's business. It also requires detailed knowledge of ones own products services and corporate values and how these are relevant to the process and how you navigate smoothly and safely through the different elements of the cycle.

**No Negotiation is ever final**

- Negotiation Skills and Targeted Planning
- Needs identification and Motivation
- Effective Communication and Sales Style and Typology
- Culture Awareness and Diversity

# Cross-Cultural Awareness



**Culture is Global!**

- The objective of the Cross-Cultural Awareness workshop is to provide tools that assist the participants in meeting business objectives more successfully. The aim of Cross-Cultural Awareness is to give insight into cultural dimensions that influence business and social behaviour and thereby strengthen international communication.
  - An essential part of understanding other cultures is having a clear perspective of one's own culture. This is the starting point for strengthening awareness of self and others.
  - Own and other cultures will be presented constructively. The participants will be motivated to use the increased awareness to strengthen international understanding and communication. By leaders and employees being more aware of cultural differences, organisations will become more globally effective by being able to use the differences constructively.
- What is culture?
  - Knowing one's own culture
  - Layers of culture – national and international
  - Attitudes and awareness
  - Differences between deal-focus and relationship-focus
  - International communication – verbal/non-verbal
  - Cultural hierarchy and impact on leadership

# Living Leadership

## Motivation



The Personal Leadership Model



***"You have achieved excellence as a leader when people will follow you everywhere if only out of curiosity." (Colin Powell)***

- Leadership is measured by how well the organisation get results. Results are achieved through and with other people and leaders need others to be successful with them. An effective best way to retain people and have them participating in creating results is by productive leadership and motivation. Motivation is a changing and mobile process and is primarily driven by emotions; both endogenous and exogenous.
- Leaders must establish a sufficient trust level in order to motivate and develop anyone. The leader will learn how to both motivate *because of* and *in spite of*. The wide varieties of options for influence will help leaders guide and coach someone else in a certain direction.
- Trust is a cornerstone that leaders will use in alignment with communicating clear goals in order to motivate and influence any member of the team. Together with feedback and effective communication the necessary trust will flourish and provide the right impact in any culture.
- These elements will be an optimal platform for a working environment where retaining and attracting the right people is possible and together drive the organisation forward.

# Living Leadership

## *Communication and Feed Back*



- Participants will learn how to *use* feedback and effective communication as paramount drivers to ensure motivation and commitment and achieve a solid understanding of self as a motivator and positive influencer – and the consequences of not applying the appropriate leadership behaviour.
- Leaders will understand the human resources interdependence and understand that feedback is information about *past behaviour*, delivered in the *present*, which intends to influence and motivate *future behaviour* of self and others.
- Increase constructive communication through better listening and clarifying the core message within a motivational dialogue
- Influence others through own actions modelling desired behaviour and working *with* people to increase their competence and commitment.

# Living Leadership

## *Self Leadership*

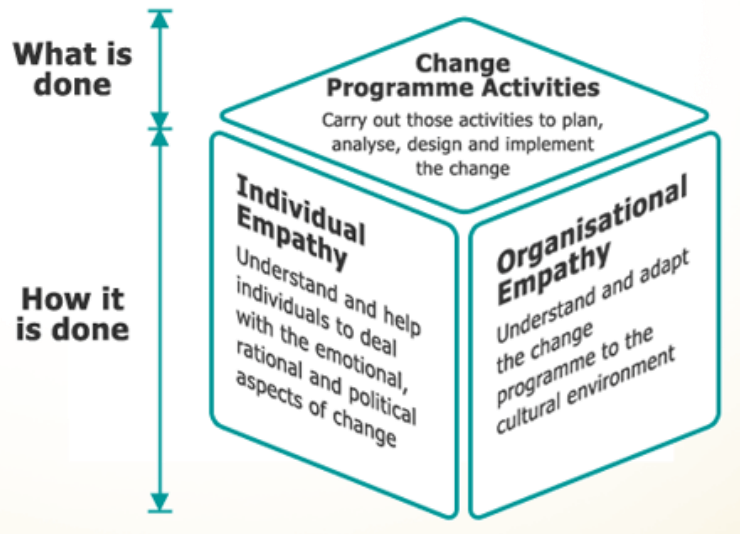


***Leadership is personal!***

- Self Leadership is about delivering excellent results through identifying how you can create the best results in the most effective way. We all know the feeling of not having enough hours in the day. The question is: Are we spending out time in the most optimal way?
- The aim of Self Leadership is to provide you with tools to make you more effective in the same amount of time.
- This workshop focuses on:
  - What and how much do you accomplish in your everyday work and what do you need to do more of?
  - How do you prioritise your work – are you performing the right tasks or are you merely performing the tasks right?
  - How do you plan to minimise stress and avoid “extinguishing fires?”
  - Better use of the calendar and using experience to plan more efficiently
  - When under pressure – using the stress positively
  - Self motivation
  - Own personal typology – using this knowledge to help you in your everyday planning

# Change Leadership

## *Coping With Changing Times*



### **Realities about change**

- Organizations only change when individuals do. Individuals have concerns about change – these concerns are predictable and sequential
- When managers know how to anticipate these stages of concern they can be addressed appropriately thus fostering effective implementation and minimized resistance
- Change has emotional implications – the ability to meet these with support and understanding will increase loyalty and trust in the organization
- We will handle issues related to the 6 stages of concern in relation to change: information, personal, implementation, impact, collaboration and refinement concerns.
- Finally we will look into Leadership behavior in relation to change: As a leader you must ask yourself, how can I best respond to the stages of change. What leadership is most appropriate and do I have the ability to differentiate the behavior at the appropriate time?

# Coping With Changing Times



*"Nothing limits us except ourselves;  
for the truest aspect of every person is  
unbounded potential."*

## Realities about change

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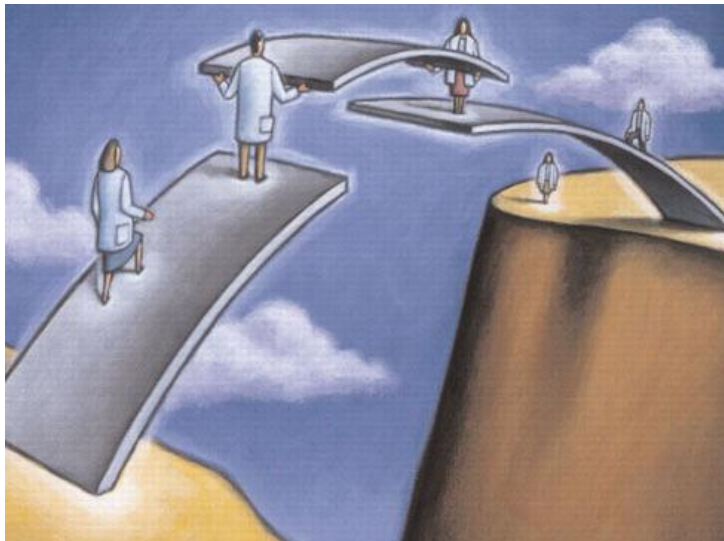
## How and why do we resist change?

- We tend to respond to change the same way we respond to anything we perceive as a threat: by flight or fight. Our first reaction is flight - we try to avoid change if we can.
- Even worse is to fight, to actively resist change. Resistance tactics might include negativity, destructive criticism, and even sabotage. If this seldom happens at your company, you are fortunate.

## Take a different approach to change

- Rejecting both alternatives of flight or fight, we seek a better option - one that neither avoids change nor resists it, but harnesses and guides it.

# Conflict Resolution



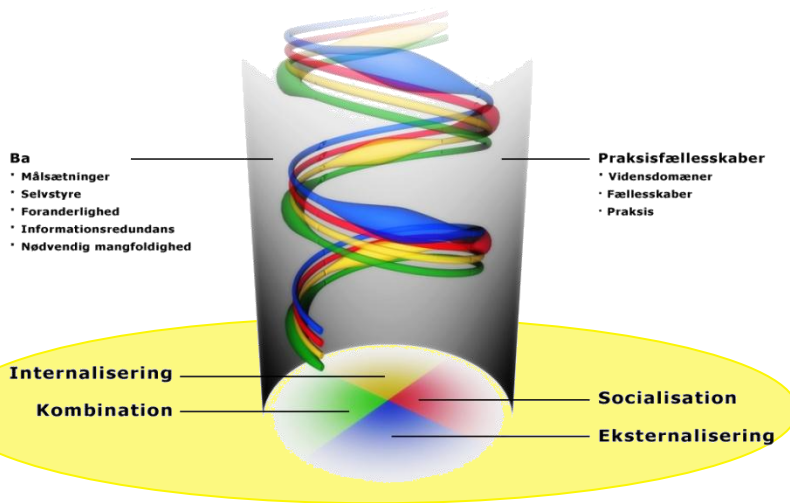
- Surveys show that one of the main challenges for leaders is how the individual manager handles the conflicts which will inevitably arise in an organisation.

- Conflict Resolution keeps focus is on the many conflicts a leader will encounter during daily work. By gaining knowledge about own competencies and challenges the leader learns to optimally use available resources in a conflict situation. Conflicts should not necessary be avoided. They has to be effectively solved, sometimes very quickly.

- What is a conflict? Definition of a conflict
- Tools to handle conflicts
- Choice of conflict strategy
- How to get to the bottom of the conflict
- How to avoid conflicts getting personal
- Improving communication to avoid conflicts
- A conflict to create better results
- Personal conflict handling profile

# The Knowledge Challenge

## *Optimizing personal and organizational learning*



- Focusing merely on efficiency and ROI rather than personal and essential values puts competencies at risk in the organization
- Increased demands of flexibility and change readiness also increase the need for accelerated learning – personally as well as in the organization
- Poor effect from so-called optimum learning environments due to lack of personal commitment and involvement in the process
- Knowledge on how to motivate the individual is crucial to success

We will discuss to what extent one can correlate the knowledge of personal motivations with the knowledge of personal learning styles thereby becoming more successful through accelerated learning.

Blended learning as a means to achieving accelerated learning coupled with knowledge of personal motivation structures will be presented as a necessary structure of future learning environments.

# Living Coaching



- Coaching is a leadership discipline. It unleashes the professional and personal potential in your company
- Living Coaching begins with you and the analysis of your typology and personality. With focus on your strengths and your development needs how you interact with others and with what impact is addressed and challenged.
- Participants achieve greater respect and build strong and positive relations while retaining the leadership drive in an intensive and close process leading to establishing more trust. Working at different times and in different situations, in a way that fits the individual participant.
- Starting point to the process is the individual as a leader first – second as a coach. Understanding that coaching is a significant way to communicate with the right objective in mind and that there are different ways to achieve the goal.
  - Various coaching processes
  - Paradigm change
  - Typologies Planning
  - Effective communication

# Time Mastery



- If you could reduce your staff's wasted time by just five minutes every hour, productivity would jump 8.3 percent. Efficiency levels would also rise as staff members began to devote more time to completing critical tasks. The Time Mastery Profile® is a complete assessment tool that helps individuals set priorities and manage their time more effectively.
- You will get practical tips for improving your time-management skills in those areas that need work. The Time Mastery Profile also provides a detailed framework for personal action planning under each of the 12 categories.
- **MAXIMIZE YOUR TIME**
  - The advantages of efficient time management go beyond squeezing more tasks into the workday. In companies with successful time-management strategies, teams meet project deadlines more often and managers spend more time pursuing opportunities — and less time struggling with paperwork or attending unproductive meetings. These organizations serve more customers without adding staff, equipment, and office space.
  - In today's streamlined, fast-moving workplace, it's more important than ever to make the most of every day. The Time Mastery Profile helps individuals and teams develop customized strategies for improving productivity and increasing efficiency.

# The Speed of Trust



***Few things help an individual more than to place responsibility upon him, and to let him know that you trust him.***

## **INSPIRING TRUST**

- How to extend “Smart Trust,” restore trust, and take the exponential leap of faith that makes all the difference and why not extending trust is the greatest risk of all.
- This course will present to you a model of trust that is deep, practical and comprehensive. It takes you through an inside-out approach to the five waves of trust. Like a pebble thrown into a pond, it moves from self to relationships with others to relationships with all stakeholders, including society..
- This course breathes hope. As you become familiar with the tools you begin to feel optimistic and inspired that no matter what the situation or how low the trust, you can become an active agent in establishing or restoring trust and in rebuilding relationships, and it doesn’t have to take “forever.”