

**STAY CONNECTED &
ENGAGED...**

...WITH OUR VIRTUAL SOFT SKILLS FOR REAL PEOPLE.

We've become known for our ability to engage people through well-designed, practical and interactive sessions. We keep the same promise to you in our virtual sessions.

Benefits

Can be **easily accessed remotely** with no installation needed

Have **a high interactivity level**, involving participants in practical exercises

Enable participants to **share with others**

Length

3 hours/session. Some topics will require several sessions

The Cherry on the (Virtual) Cake

We have integrated our **Analyze - Develop - Reinforce process**, so every virtual session has something **before**: Analyze (*micro-skills survey, teaser, visual invitation*) and **after**: Reinforce (*interactive newsletters/learning communities*)

Technology

We use several technical tools which we have already used successfully in our remote projects:

Video conferencing tools: Zoom, Webex, Hangouts

Interactive exercises tools: Mentimeter, AWW (A Web Whiteboard – collaborative whiteboard)

Survey tools: SurveyMonkey, Google Forms

What we offer

2 options:

In-house, customized sessions

Open house sessions

See the list of topics on the next page.

Our Sessions **are...**

Synchronous learning

Everybody is present at the same time and communicates

Live moderated event

Our facilitators stream live and interact with participants

Interactive

We use a set of apps to keep the sessions interactive and engaging

Our Sessions **are not...**

Recorded content (yet)

Everything is live

Exclusively theoretical content

Participants engagement remains crucial no matter the medium

Asynchronous learning

Although we can record and send after, the value is in being there

VIRTUAL SOFT SKILLS FOR REAL PEOPLE

We have created **this matrix** to help make the right choice. We are working on updating it constantly, so **let us know** what else is useful for you.



Long Term
DEVELOPMENT
MODE

Self-Awareness with LSI
Stakeholder Relationships with SDI
Present with Impact in a Virtual Environment
Cultural Intelligence
Grow Your Mindset

Leader-Coach
People Motivator with SDI
Creative Problem-Solving

**Virtual
Soft
Skills**

**Self-discipline &
productivity**

**Manage Emotions, Speak
Emotions**

**Manage human needs
in crisis**

Grow your Solution Focus

Lead Challenging 1-1's

**Our Brains in Crisis -
INSTINCT VS RESILIENCE**

Build trust remotely

Manage Stress

Short Term
CRISIS
MANAGEMENT
MODE

**Individual
Contributor**

**People
Managers**



Short Term / Individual Contributors & People Managers

Manage Emotions, Speak Emotions

This 3-hour module mixes awareness with skills building and enables participants to regain self-composure and communicate effectively in a highly emotional situation.

Emotion and the brain – where it comes from

The 4 steps in managing your own emotions and those of others:

How to name emotions and the impact on self-regulation

How to express and listen

How to find the “why” behind emotions

How to reframe the emotion and move to action

Grow your Solution Focus

Developing a solution focused approach enables participants to use their energy and time in a constructive, creative way.

The solution focused mindset: having a problem and focusing towards solutions can happen simultaneously

The solution focused steps: create the desired vision ; learn how to scan for resources and build on past successes; small steps are essential (instead of building the perfect plan)

Our Brains in Crisis

Certain aspects of the brain are vital for understanding how crisis (or working in an environment filled with unexpected changes) can impact us.

The brain structures crucial to understand crisis & how we can harness the power of our brain

1. Amygdala – our scan for danger

2. The entorhinal cortex – our physical & social GPS

3. The basal ganglia – Our habit factory

4. The habenula – Our failure avoidance centre

Manage Stress

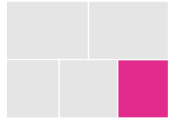
Whenever the external stimuli are interpreted as something overwhelming, we become stressed. 4 dimensions are essential, working with each of them can make the difference between the level of stress that we experience

Cognitive: Learn to scan for CIA elements in every situation (What I can Control/Influence/Accept)

Emotional: Identifying, labelling and understanding our emotions can help us gain more self-regulation

Spiritual: Knowing your own values

Physical: techniques for correct breathing and relaxing can make a big difference



Short Term / People Managers

Manage Human Needs in Crisis

The workshop enables managers to work with the people's needs in a crisis, and not against them, using a neuroscience based model, the S.C.A.R.F. model of social needs (Status; Certainty; Autonomy; Relatedness; Fairness)

Managers explore how to:

Identify the needs being stretched and challenged during a crisis

Leverage our inner resources during crisis

Communicate in order to address all the needs above

Lead Challenging 1-1's

When the "normal" way of doing business is destabilized, the 1-1 (done remotely) can be the best way to defuse tension and maintain engagement.

Emotion vs reason – a neuropsychology pill

What not to do in a 1-1

How to connect to emotions – labelling, self-disclosure, validation

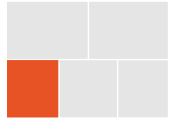
How to build understanding and action focus – the why behind, the steps ahead

Build Trust Remotely

The module enables participants to understand the mechanism of trust, where it comes from and how they can build, it even remotely.

Sources of trust

Strategies for building trust: predictability, connection, progress



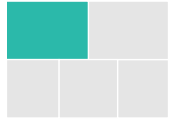
Short Term / Individual Contributors

Self-Discipline and Productivity

This module enables participants to better manage their own working style, by understanding their own derailers and what they can do to keep focused, especially when working from home.

My working styles

The toolkit for increased self-discipline: goal-setting, habit creation, check-in points



Long Term / Individual Contributors

Present with Impact in a Virtual Environment

When working remotely, it becomes essential to be able to put your ideas across in a clear and concise form, either in calls or written form.

How to turn information into structure

E-mail writing tips

How to manage the audience

Self-Awareness with LSI

The LSI tool can be accessed online and is a great way for building awareness about our patterns of thinking and interacting and how this patterns can be effective or ineffective.

The basic equations:
Stimulus + Thinking = Reaction;
Results + Relationships – Stress = Long-term Effectiveness

The 12 styles – aggressive, passive, constructive

My profile and my keep-stop-start development plan

Stakeholder Relationships with SDI

The SDI (Strength Deployment Inventory tool), that can be accessed online, is a great way to build stronger relationships with stakeholders, by understanding what truly motivates each of them and what makes them different.

The 7 motivational typologies

Self-awareness – my profile vs others

Tips and tricks for working with very different people – face to face and virtually

Grow your Mindset

Our own mindset is our best friend or worst enemy, especially under challenges, and this module enables participants to focus on the inside and train their thoughts for growth.

Mindset assessment

Growth mindset vs Fixed Mindset – the 5 dimensions

How to rewrite your convictions

Cultural Intelligence

This module enables participants to understand and leverage cultural diversity.

The 8 dimensions that make cultures different – based on Insead research, the Culture Map

Personal Profiling tool

How to work with cultural diversity – framing, empathy, solution finding



Long Term / People Managers

Leader-Coach

The module enables managers to discover the advanced communication skills that one needs to coach people and also makes available a process, the Solution Focused Coaching process

Part 1: The way to people's minds, hearts and hands: S.a.v.i. R.o.a.d. (our acronym for the essential skills)

Part 2: Solution Focused steps in the coaching conversation

People Motivator with SDI

This module enables managers to understand and leverage what truly motivates their team members.

7 motivational typologies and what each needs from a leader

How to create a motivational environment

Creative Problem Solving

When others get stuck in crisis mode or in unproductive habits, the leader's role is to unleash creativity and look at problems in a different way.

Creative thinking and other "thinking hats"

Creative problem-solving techniques – 'Sacred Cows' spotting & S.C.A.M.P.E.R.

**WHAT'S YOUR SOFT
SKILLS NEED? LET'S
BRING IT ONLINE!**

