

TALENT BOOSTER TRAINING modules Year 1

Self-Leadership



Self-leadership focuses on developing a sense of who you are, what your strengths and pitfalls are and what the effect is that you have on others. Trainees are challenged to take responsibility for their behaviour and reactions at different levels of self-leadership. Self-awareness is about knowing your intentions and values, as well as knowing what can 'push your buttons' and derail you. Self-confidence comes from knowing your strengths and abilities.

Competencies: Personal Learning, Perspective, Drive for Results, Dealing with Ambiguity

Listening Skills and Feedback

Listening skills are vital for any interpersonal communication. Trainees learn to avoid personal prejudices, to listen with care for and attention to the other person and what is left unsaid. They acquaint themselves with asking the right questions and active listening. After practicing the "receiver perspective" they change to the "sender perspective" with equal focus on what is the real matter. They learn how to give positive, critical and effective feedback. Connections are made to self-leadership, creating stable working relationships and an empowering social environment in the workplace.

Competencies: Peer Relations, Personal Learning, Conflict Management, Drive for Results

Style Flexibility

At our best, we may find it easy to adjust our style of communication to accommodate others and put them at ease. However, when we are stressed, we often retreat to our behavioral corner, fall back on the style that is most comfortable and fail to adapt to the other person. With the DISC method we teach the trainees how to recognize their own preferred style and that of others, so that they know how to adapt when necessary without losing their authenticity. We work with own examples at work, so that they can use their insights immediately. With the method of connecting communication we teach trainees to improve connections with others while speaking their mind at the same time.

Competencies: Drive for results, Peer Relations, Personal Learning, Conflict Management

Crisis Simulation

One of the reasons why training room victories not always translate into real-life success is the considerable pressure to perform in real life. Trainees are introduced into a game-like reality that is characterized by unexpected events (like in real life). The cleansing experience of instant forgetfulness of lessons learned in the heat of the moment, is followed by a fruitful intermediate reflection on how to timely and effectively switch to a more fitting mode of operation in the face of escalation. Trainees immediately apply these new learnings in the continuation of the game, which allows them to discover previously unknown qualities in themselves and others.

Competencies: Conflict Management, Personal Learning, Peer Relations, Dealing with Ambiguity



TALENT BOOSTER TRAINING modules Year 2

Command Skills

Different conceptions of leadership and management roles are placed in the perspective of industrial and societal history, types and images of organisations and current developments in social psychology. Through self-testing and practical simulations participants learn to recognize, develop and vary their personal styles in assuming and exercising command, both in managerial and leadership roles. Beyond situational factors, attention is paid to complementarity in commanding-subordinating relationships, from classic command and control to full bodied delegation. Connections are made to self-leadership, coaching and listening skills.

Competencies: Command Skills, Motivating Others, Directing Others

Crucial Conversations

A Crucial Conversation is a discussion where the stakes are high, opinions vary and emotions are strong. Very often things go unsaid, or are communicated in ways that do not help to come to a productive conclusion. Participants get insight in what is really happening below the surface and learn to recognize the early warning signals (from themselves and others) and how to restore safety in the conversation. They experiment with new ways to get an open discussion about any topic. During this training trainees reflect on and experiment with various elements of the model and prepare their first steps to apply in their next crucial conversation in real life.

Competencies: Conflict Management, Peer Relations, Drive for Results, Motivating Others



Culture and Diversity in teams

In a workplace, diversity is both an opportunity and a challenge. Different perspectives allow work teams to discuss more options to achieve better results. However, employees must be sensitive to the influence of culture on communication and etiquette. Dominant notions of national cultures are explored and verbalized in a non-offensive, fun exercise which opens the door to celebrating rather than avoiding differences. Trainees are introduced to the mechanisms of socialization in corporate cultures and exchange personal experiences. A simulated confrontation of (imaginary) cultures helps trainees to identify the value of various communication styles to cut through the veil of culture induced misunderstandings.

Competencies: Peer Relations, Customer Focus, Motivating Others, Personal Learning, Organizational Agility

Motivating others

Without formal authority trainees can sometimes be at a loss when it comes to motivating others. By means of a practical simulation involving a “colleague from hell” trainees learn how their assumptions and transactional dynamics often lead to ineffective “pushing and pulling”. An alternative frame of mind and novel techniques are introduced to deeply connect to the perspective of others. Trainees learn to combine the different perspectives into previously unimaginable and superior solutions for all involved.

Competencies: Customer Focus, Motivating Others, Peer Relations, Standing Alone

TALENT BOOSTER TRAINING modules Year 3

Voice Dialogue and Story Telling

Where corporate reality usually demands rational positions, reality itself is usually more ambiguous. Rather than eliminating the ambiguity in forcing one single perspective, trainees learn to value and use it as an indispensable asset of personal and transactional leadership and change management. Voice Dialogue is introduced and practiced to make sense of the ambiguities that trainees encounter in themselves and each other. Trainees can learn to apply it as a powerful tool for balanced personal growth. Next they learn the basics of story-writing and story-telling to help others make sense of ambiguities and lead in unthought of and surprisingly effective ways. Connections are made to self-leadership, change management and non-verbal communication.

Competencies: *Dealing with Ambiguity, Motivating Others, Perspective, Strategic Agility, Managing Vision and Purpose*

Customer Awareness



In a management theatre setting trainees work with different types of internal and external customers. Mastery of several styles, agile switching and a ready ability to assess what different customers need are ever more important. Trainees learn to quickly recognize and aptly respond to a variety of needs, complaints or requests. They learn how to ask questions that deepen their understanding and forge a deeper relationship with important stakeholders.

Competencies: *Customer Focus, Motivating Others, Directing Others, Personal Learning*

Change Management

This module teaches a powerful model with proven strategies to drive high-leverage, rapid, and sustainable behaviour change for teams and organizations. Trainees learn to master 6 sources of influence that motivate and enable others to take initiative, think strategically, and improve performance. Trainees work with their own case for change and get insight in their own Influencing Style. They learn how to identify crucial moments in a change process, diagnose the real causes behind behaviour problems and effectively motivate and enable others, regardless of formal authority. This training is developed by the company that also introduced Crucial Conversations.

Competencies: *Organizational and Strategic Agility, Problem Solving, Motivating Others*

Negotiation Skills

In a gamified setting trainees get to personally experience the primal reflexes of competition and collaboration underlying many business relationships and their own preferred style of negotiation. Rather than engaging in manipulation for quick wins, trainees apply proven practices of political and commercial negotiations to bridge (possible) conflicts of interest. They learn how to transform apparent win-lose and lose-lose scenarios into win-win results and to balance here-and-now results with the interest of maintaining and improving the relationship in the long run.

Competencies: *Customer Focus, Motivating Others, Dealing with Ambiguity, Problem Solving, Standing Alone, Personal Learning*

