

Playtrium Seminar Series Content

These proven modules are facilitated by Dave Neely, a professional speaker and trainer for over 25 years. Dave is the new owner of Playtrium and is offering these modules at a very affordable price during the 'quiet times' at Playtrium. In this way, he is able to keep his passion for developing people alive in this new venture.

1. Dealing with different “personalities” –

This is a prerequisite for all of the sessions as it lays the foundation for all that follows;

- a. Introduction
 - Stephen Covey's Circle of Influence and Time Matrix
 - The Attitude Virus
- b. Behavioural Styles - Building Self-Awareness
 - 3 Barriers to Communication
 - 5 Levels of Listening
 - DISC Behavioural Model and Individual Reports
 - Adapting to others

2. Dealing with Emotions and Stress –

- a. Emotional Intelligence - What is Emotional Intelligence?
- b. Video - Five Competencies to Increase Emotional Intelligence
- c. Application Discussion

3. Improving Work Relationships –

- a. Analogy - Raising a Pet
- b. The key elements in a relationship
 - Six values that impact a relationship
 - Characteristics of an effective team
- c. Exercise - Improving your relationships

4. Dealing with Conflict –

- a. Personal vs. Functional Conflict
 - Video - "Dealing with Conflict"
 - Five Conflict Positions
- b. Tools for Resolving Conflict
 - The 5 Step Problem Solving Model
 - Consensus
 - Forced Field Analysis
- c. Conflict Summary and Discussion
 - Overuse & Underuse of the 5 Conflict Modes
 - How to reduce conflict as a proactive measure?
 - When do you want to involve a third party in a conflict situation?

5. Dealing with Change –

- a. Introduction
 - Identifying the players and their possible objections
 - How can we deal with their natural resistance? (DISC/PIAV)
- b. Video - "Who moved my Cheese?"
 - Discussion
- c. Understanding and Mitigating Risk
 - Ten Tactics of Innovation
- d. Dealing with Potential Objections

6. Motivation and Staff Retention In a Service Industry - Part 1 –

- a. Introduction – Review of previous sessions, connections to motivation
- b. Exercise – Why do we lose employees?
- c. Motivation
 - Six basic attitudes – Inner Motivation
 - Job Fit Profile Sample
- d. Case Study – Improving staff retention at Playtrium

7. Motivation and Staff Retention in a Service Industry - Part 2 –

- a. Review of the Work Relationship Cycle - Key elements of Work Relationships
- b. Characteristics of the Best Workplaces
- c. Exercise - Application discussion

November 3

- a. Introduction - Video: Meetings Bloody Meetings
- b. Our Current Meetings
 - What are the reasons that our meetings are ineffective?
 - What did we learn from the video?
 - Application of meeting evaluation form
- c. Ten Rules for Effective Meetings
 - Discussion
 - Reference section review
- d. Bringing it all together
 - Review of the Meeting Evaluation process and 10 Rules
 - Application with a relevant, common issue or concern

9. Effective Public Presentations –

- a. Why presentations fail
 - Top 10 reasons
 - 3 keys to success
- b. Improvement areas - 6 Key elements
 - Understanding and connecting to people
 - Communication
 - Preparation
 - Planning
 - Technique
 - Feedback and critique

10. Customer Service –

- a. Introduction - Setting the Stage
 - What is a customer/client and why do we “lose” them
- b. Foundation # 1 - The Internal Customer
 - Employee Motivation and the Cost of Dissatisfaction
- c. Foundation # 2 - The External Customer Attitude
 - Moments of Truth
 - B.E.S.T. and Four Questions to Ask
 - Customer’s Perception
- d. Foundation # 3 - Customer Friendly Systems
 - The Service Improvement Model - a process improvement tool

11. Fundamentals of Selling –

Six Key Steps to Persuade Others (**PAIDAY**)

- P** - Prepare and Adjust to People
 - Knowledge, Evidence and Proof
- A** - Catch Attention
 - Focus on Cold Calling
 - Grab them at the start - *W.I.I.F.M.?*
- I** - Arouse Interest
 - WANT - Is this a prospect or a suspect?
 - Writing the Prescription - reaching psychological agreement
 - Presenting the benefits of your idea - *F/B/R*
- D** - Stimulate Desire
 - Dealing with objections
 - Using the Prescription
- A** - Motivate Action - Ask for the Order/Getting agreement
 - Effective closing techniques
- Y** - Ensure **You** Follow Up - 30 Days

12. Follow Up Discussion Group – TBA – N/C

This session will be held to review and discuss the important concepts from any of the models. Using email, we will focus on your specific interests as follows:

- What worked well for you?
- What do you need to do better?

This session will be scheduled based on participants' input and will be offered at no additional cost

13. Fundamental Supervisory Skills Part 1 – Interpersonal Skills

This cannot be taken without modules #1, # 2, #3 and #4 as a prerequisite

- a. Review of fundamentals, behaviour, motivation, conflict
- b. The Art of Assertiveness - Video
 - . case study - A demanding customer
 - . how can we deal more assertively with our customers and staff?
- c. Reducing conflict
- d. Leading effective work teams

14. Fundamental Supervisory Skills Part 2 - Managing in the Workplace

This cannot be taken without modules #1, # 2, #3 and #4 as a prerequisite.

Ideally you should also have taken Supervisory Skills part 1.

- a. Trust in the workplace - How can we build trust?
- b. Adaptive Leadership Insights – Providing Autonomy
- c. ZAPP? The Lightning of Empowerment Insights
- d. Giving feedback - *The 1 Minute Manager* and Performance Appraisals