

DE-STRESSING AT WORK

2-Day Workshop



Today, all round industry and market changes are taking place exponentially. This impacts on the demands of employees causing more stress than ever before.

For an organisation, employees are the main assets and if employees are overly stressed and don't feel happy in the work environment, how will they be able to work productively and make the things happen?

For employees, if you are overwhelmed by work stress, how will you be able to perform optimally and progress in your career?

Many workplace stressors come in the form of interpersonal conflict through miscommunication, misunderstandings, disorganization and poor time management and working in "silo".

Why this programme unique?

- It looks at communication from a different perspective, giving participants an understanding of how to apply the copyrighted color brain communication to facilitate communication and enhance “buy in” differently with people of different color brains.
- You will also learn about the 8 “Directive Communication” emotional drivers which motivate actions from people you work with.
- The combination of “color brain communication” and “emotional drivers” allow employees to appreciate why the others act, react, problem solves and analyses in the way they do. It also allows employees to manage their expectations and pre-empt issues from arising, hence minimising conflicts and stress from others who are different from them.
- “Color Brain Communication” and “Emotional Drivers” are validated and accredited by the American Business School of Psychology.
- You also learn the 5 conflict management styles to apply depending on the situation, in order to facilitate interpersonal conflict and reduce work stress.
- Finally, you apply tips, tools and techniques to manage time and stress more productively to enjoy a better work-life balance.

PROGRAMME OUTLINE

1. Introduction

- Signs of stress
- Consequences and impact of stress
- Work stressors

2. Life is an Attitude

- Developing healthy work habits

3. The Power of “Colored Brain” Communication

- Understand colored brain concept - nature v nurture
- Learn the genetic color brain communication style of each brain color (to understand why people do the things they do)
- Understand the focus of each color
- Learn how each color makes decision
- How effective application reduces stress for everyone

4. Application, application, application

- Find out your own genetic brain color through cards and the CBCI (CBCI is the Colored Brain Communication Inventory)

5. Work, Consult and Influence people of different “Colored Brains”

- “Through different colored lenses” – understand the goals, fears, overuses of each color; and how each can increase its own personal effectiveness – group activity.
- Apply information learnt towards communicating and influencing decision making.

6. Emotional Drivers

- Understand the concept of 8 human Emotional Drivers
- Apply knowledge of emotional drivers to analyse and rank your top emotional drivers
- Understand how the drivers work to influence ourselves and others at work
- Apply emotional drivers to manage our expectations and to develop good relationships

7. Conflict Management

- Thomas Kilman Conflict Management
- Stand beside your “animal” and explain why
- Pros and cons of different conflict management styles
- When different styles are more appropriate

8. Fun Learning: Building an Environment of Success for Everyone

- Avoiding a “Silo Mindset” and working together as a productive team
- Leveraging on Each Other – “Flying Planes” and “X-Men Activity”
- Takeaways

9. Wrap Up

- Reflection: Questions and Decisions about People via “Color Brain” and “Emotional Drivers”
- Things to improve back in the office – Should, Could, Would
- Evaluation

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TARGET AUDIENCE

This workshop provides practical training to reduce stress through better communication, time management and conflict management skills – to understand why people do what they do and managing work priorities accordingly.

METHODOLOGY

Through interactive scenarios and group activities, videos, and fun learning, you will explore ways to reduce work stress.



Celina- Anne Gan

Profile & Certifications

Over 17 years working in Asia and Europe, Celina has accumulated a vast experience and know-how in working and training participants from different cultures, work backgrounds and across languages. Celina trains in Europe, Middle East and Asia. She is also a coach and assessor in the International Business Simulation Program at Regent's University London, addressing ability for leadership, team building, personal effectiveness and communication skills. In Singapore, Celina also conducts many indoor and outdoor retreats and team building events with corporations, educational institutions, the commercial affair department, the airforce, and police departments.

Celina is very passionate about training. Her style of training engages participants in practical sessions with personable examples, humour and hands-on activities for instant understanding and applicability. Celina's motto is: *"Stretch your Comfort Zone; Expand your Boundaries; and Enable Transitions to Take Place"*.

She is certified in the following:

- Advanced Certificate in Training and Assessment (ACTA) for training, assessment and curriculum development from the Workforce Development Agency (WDA), Singapore.
- PSMB Certified Train the Trainer, Malaysia.
- Management, Leadership and Team Program from the Institute of Leadership & Management (ILM), UK.
- "Coloured Brain Communication" Psychology; accredited by the American Business School of Psychology (AIOBP).
- Human Motivation and Drive; and Mastery in Dynamic Speaking, accredited by AIOBP.
- Certified GFT (Great Facilitation Technique) Learning Coach & Facilitator, Singapore.
- Coaching and Mentoring Professional (CCMP) accredited by the International Coach Federation (ICF).

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Areas of Expertise

Communication Skills & “Colour Brain Communication”	Presentation Skills – How to Impress at Your Next Presentation
Conflict Management	Negotiation Skills
Leadership and Team Building	Personal Effectiveness
Change Your Mindset, Change Your Destiny	Personal Branding
Develop Your Personal Resilience – Cope & Thrive in Your Work and Personal Life	Develop Your Confidence and Powerful Voice
Influencing Difficult People in Your Workplace	Working in Diverse Cultures
Writing Skills, Excellent CVs, Interview Tips, Tools and Techniques	Business English

Background - Prior to Being a Trainer, Facilitator and Coach....

Celina worked in the healthcare and legal industries. She started her career as a registered nurse and midwife in the UK. Celina worked in several NHS hospitals in the UK, independently ran an Airforce based ante-natal clinic and conducted parentcraft classes in London. Celina trained staff on identifying patient needs, dealing with conflict situations, difficult patients and patient relationship management.

Celina also holds an LLB Law Degree from the University of Leicester, UK; an LLM Masters of Law at the University of London and a Masters in Intellectual Property and Information Technology Law at the Universidad de Alicante, Spain. Afterwards, Celina held positions as Contracts and Commercial Adviser to BP Singapore and Legal Consultant in the UK, Spain and Malaysia. During this time, Celina headed and managed various departments, conducted training workshops and offered consultancy services to international corporations; as well as the educational and public sectors.