

The Psychology of: **Interview/Assessor Skills**

Designed to give you an understanding of the psychology at play in the interview process, helping to ensure you get the right candidate for the job, whilst maintaining a great image.

- From a psychological perspective, illustrated with theories and research.
- Types of questions in order to differentiate between candidates and predict their behaviour once in the role.
- Awareness of bias.
- Detecting impression management from candidates.
- Reliable recording during the interview.
- Decision making when more than one interviewer, including how groups think and group dynamics.
- Providing feedback to the unsuccessful candidate and maintaining a positive image for the company.

The Psychology of: **Client Care Excellence**

This course provides a psychological perspective on client care. It uses psychology to build on exiting skills to further develop sustainable profitable client relationships.

- From a psychological perspective, illustrated with theories and research.
- Understanding human behaviour in the decision making process.
- The role of Emotional Intelligence in exceeding client expectations.
- Challenging presumptions of the relationship between client satisfaction and loyalty.
- Relationship marketing and loyalty development.
- Understanding what clients value and meeting their unsaid needs.
- Threats to client commitment and the psychological contract.

The Psychology of: **Coaching Skills**

This course is designed for those new to the world of coaching. It provides the basics in order for elements of coaching to be used in everyday working life to boost performance in yourself and others.

- From a psychological perspective, illustrated with theories and research.
- Understanding the meaning of coaching.
- The uses and benefits of coaching in organisations.
- A step by step guide to the coaching process based on psychological models.
- Psychological theories on learning and how these can be used to enhance the benefits of coaching.
- Looking for patterns in behaviour to help the coachee reflect more effectively on their behaviour.
- Ethical issues that arise in the coaching process.

The Psychology of: **Leadership**

Based on decades of scientific research and delivered by a Business Psychologist this course gives a psychological perspective on how to get the best performance from others.

- From a psychological perspective, illustrated with theories and research
- Understanding how your actions impact on the performance of others.
- Creating a positive, productive working environment.
- An introduction to Appreciative Inquiry.
- Using Emotional Intelligence to provide effective leadership.
- Understanding motivational factors.
- The Psychology of effective feedback.

The Psychology of: Stress Management for Leaders

This course helps leaders understand what causes stress in the workplace and how to prevent it, resulting in a happier, more productive and committed workforce.

- From a psychological perspective, illustrated with theories and research.
- The psychology of stress, how people perceive it, behavioural habits, effects of the word, stress culture, identity and the infectious nature of stress.
- The corporate cost of stress.
- Stressors in the workplace and the psychological reasons behind them.
- Physical and emotional effects.
- How stress affects employees work.
- Spotting stress in others.
- Managing stress in others and workplace responses.
- The importance of role modelling and culture.

The Psychology of: Conflict Resolution

Based on decades of scientific research and delivered by a Business Psychologist this course gives a psychological perspective on conflict resolution. It is relevant to those who have to manage conflict as part of their professional life.

- Understanding human behaviour and the root causes of conflict
- The psychological games that conflicting parties play
- Emotional and behavioural responses to conflict
- Understanding how your behaviour impacts on the situation
- Psychological models and techniques to successfully manage conflict
- The role of Emotional Intelligence in restoring peace and stability
- Damage limitation and moving beyond the conflict

The Psychology of: Motivation Skills for Leaders

Based on decades of scientific research and delivered by a Business Psychologist this course gives a psychological perspective on motivation. All leaders will benefit from developing additional skills to motivate and inspire their team.

- From a psychological and sports coaching perspective, illustrated with theories and research.
- What motivates and de-motivates employees in the workplace based on psychological theories.
- How motivation affects the workplace.
- The importance of Emotional Intelligence on motivating the team. Learning to manage emotions in yourself and others.

The Psychology of: Managing Change for Leaders

This course provides an insight into the psychology of employees' behaviour in a change programme. With this knowledge the pitfalls and obstacles to a successful change programme can be avoided

- From a psychological perspective, illustrated with theories and research.
- Different types of change in an organisation.
- Understanding how people perceive and react to change.
- Understanding how individuals cope with change.
- Preparing for a period of change. Methods to assist in the smooth running of person centred change programmes.
- Understanding and overcoming resistance to change.
- Seeing change as a continuous process.

One day (6hrs CPD) workshop fees: £1495 + VAT for up to 8 delegates. Additional delegates can be accommodated at £55 + VAT per extra delegate.

To book please call 01603 620903 or email bookings@peopletonic.com