



# ASSERTIVENESS

## TRAINING DESCRIPTION

**How to stay strong under all circumstances, resist pressure, stay calm and respond in a constructive way.**

Assertiveness is sometimes misunderstood and viewed as a way to be stronger than other people, achieve your goal at the expense of others. That is not assertiveness that you will learn in this training. True assertiveness is about building respectful approach in balance with clear boundaries.

It is direct, honest and constructive communication; It's breaking free from the pressure and manipulation of others.

It creates understanding, willingness and space for cooperation; better results, higher quality relationships and a sense of well-being.

## YOU WILL LEARN

**How to resist pressure in difficult conversations and respond in a constructive way.**

### What assertiveness is and is not

- Basic understanding and characteristics through 3 stories (Frank, Denise and John)
- Deeper dive – building assertive mindset
  - ✓ What is the basic conflict in human interactions; what holds us back from being assertive
  - ✓ Assertive push-back, healthy productive boundaries for productivity and relationships
  - ✓ 3 key assertive rights and practical applications

### How our body can help us in being assertive and stay strong under pressure

#### 4 steps of assertive listening

- Why listening is 50% of success in communication, how we automatically listen and why it's not helpful
- How we can do a much better job and what are the benefits

#### Assertive speaking

- Basic assertiveness technique for daily situation (providing feedback, honestly articulating your needs etc.)
- Advanced assertiveness techniques for more challenging situations
  - ✓ How to say "NO" without feeling guilty
  - ✓ How to handle criticism
  - ✓ How to handle manipulation

#### Why we need to have enough energy for this and how can we practically do it

- When you are tired, no matter what you've learned in this training you'll not do it (under stress we switch into survival mode, old habitual patterns)
- 3 practical areas, techniques and guidance how to keep our energy and attention in balance

## ORGANISATION of this training

This is a very practical training with many examples, stories and role plays. Participants learn how to find concrete words, how to work with their body in real-life live conversations with immediate feedback.

**Optimum setting:** 2 days, max. 12 participants

**Other options:** 1 day intensive or 3,5 hour inspirational workshop

mindfulness

Between the stimulus and the response there is space.  
And in that space lies your power and your freedom.

Viktor Frankl

# PRACTICAL MINDFULNESS

## TRAINING DESCRIPTION

Learn how to train your mind to be more calm, present and focused. That will improve your work-performance and also quality of life and well-being.

We live in a fast-paced world with many distractions.

There is always more on our to-do-list than what fits into our time, our mind is constantly overloaded.

The result is, for example, we cannot stop thinking even when we need to (like when we want to sleep).

Mindfulness will teach you how to decrease the fluctuation of your mind, lower the tension in your body and live more in the present moment.

It will teach you how to switch-off the autopilot and instead of being dragged by circumstances, consciously create your response.

## YOU WILL LEARN

**How to pause, so that you can consciously respond to any situation instead of reacting in a habitual way.**

### Context – The world we live in, the air we breathe

- What are the trends and influences in our modern culture and what's the impact of these trends on our performance and sense of well-being. And what can we do to make this better.

### How our mind works

- 3 basic modes of mind (off/autopilot; mind-wandering; full presence)  
Where our best performance lies, how we can train our mind thanks to neuroplasticity

### The roots of mindfulness and the science behind it

- Where it comes from
- Some of the interesting scientific experiments and the science-based evidence of the benefits of mindfulness (We have over 15K serious studies available now proving the benefits of mindfulness in various areas)

### How you can practically train your mind through 3 pillars of mindfulness, practical techniques for each pillar

- 1<sup>st</sup> Pillar – Training our mind to decrease fluctuation and increase concentration
- 2<sup>nd</sup> Pillar – Cultivating presence through daily routine activities where the autopilot tends to take over
- 3<sup>rd</sup> Pillar – Cultivating important quality of attention – kind, non-judgmental attention and why it's important

### Practical applications of mindfulness in specific areas – challenging conversations and time-management

- 5 practical steps to mindful response in challenging conversations + role play to practice
- Mindful time-management on 3 levels (strategic; yearly; daily) + practical guidance for each level

### Integration

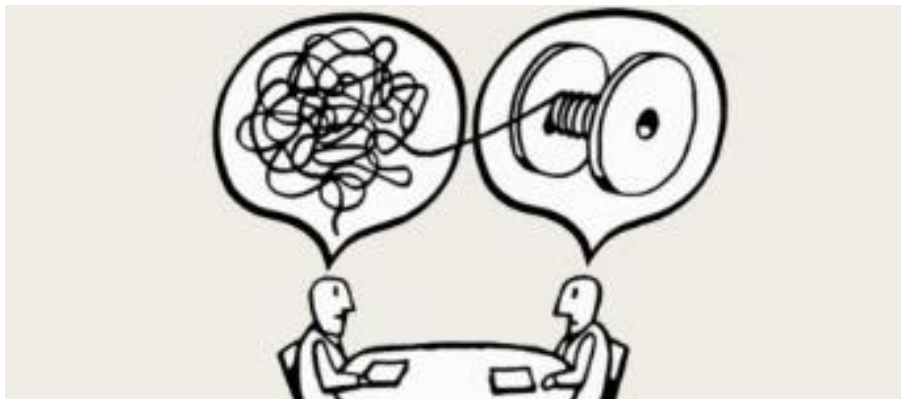
- The key to success is building simple daily practice, each participant will create compass for mindful work and life

## ORGANISATION of this training

### Optimum setting:

**Day 1**=Workshop – **1 week** for integration (each participant chooses experiment) – **Day 2**= Closing, integration, individual laser coaching sessions for all participants how to apply mindfulness, max. 10 participants

**Other options:** 1 day intensive or 3,5 hour inspirational workshop



# ESSENTIAL COACHING SKILLS

## TRAINING DESCRIPTION

**Learn how to use basic coaching skills in your daily work; how instead of pushing, you can offer your people more space and autonomy; and help them learn and grow.**

Knowing and applying the basic coaching mindset, and techniques is an excellent tool for everyday leadership. It will help you maintain solution-oriented focus, empower action and increase productivity.

You will learn how to decrease the amount of advice and control and replace it with more autonomy and accountability, and you will learn how to help people around you grow their own skills, unlock their potential and mastery.

## YOU WILL LEARN

**How to grow your people rather than control your people.**

### What coaching is and is not

- How human brain works, why coaching is useful in our modern workplace and what it really is

### 5 Pillars of the coaching mindset

- How to change our mindset from advice and control and develop true coaching mindset. These 5 pillars are an essential grounding for coaching conversations.

### Basic structure of the coaching conversation

- GROW structure – 1<sup>st</sup> experience through self-coaching; 2<sup>nd</sup> experience all participants coach the trainer
- Coaching conversation is not only GROW – Exploring together the full coaching arrow – 3<sup>rd</sup> experience coaching in triads

### Practical applications of coaching in your workplace, inspiration from other companies

- How can coaching be used in your environment, what benefits it can bring, what are the challenges and how to work with them (for example: daily conversations with your team, meetings, feedback, coaching as a useful tool for internal mentors and trainers..)
- How coaching is used in other companies – inspiration. For example, “being a good coach” was identified as the Nr.1 key skill of the best managers in Google in their 10yrs of research.

### Useful coaching tools for daily leadership practice

- Feedback and other conversations – Logical levels
  - Specification of a subject, Conversation starter – Coaching Wheel
  - Simple project management – Disney Strategy
  - Creating sustainable change – The Beckhard Formula
  - Stress management and balance – Energy Container
- Other tools depending on the preferences of participants

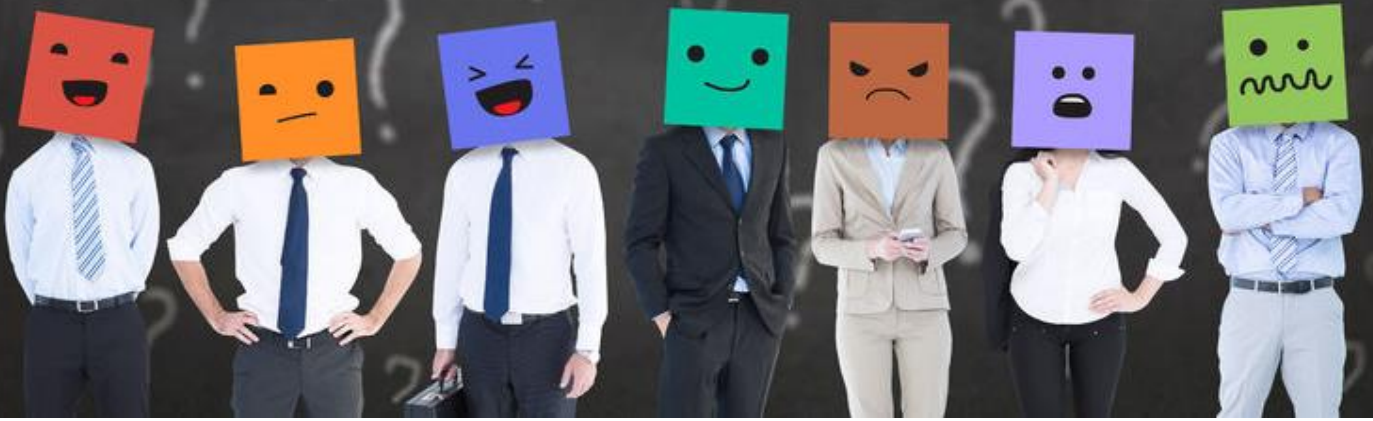
### Deepening practice

- Demo and rich feedback

## ORGANISATION of this training

**Optimum setting:** 1 day F-2-F workshop and on-line follow-up; max 15 participants

**Other options:** 2 day intensive; on-line development program (unlimited Nr. of participants); or 3,5 hour inspirational workshop



# MBTI TYPOLOGY

## TRAINING DESCRIPTION

In this interactive workshop you are going to identify your MBTI personality type and temperament.

**With humour and understanding we will discuss how people differ, how we can learn from each other and how we complement in a team.**

This workshop offers nice inspiration how you can grow in your own type and how you can interact with people who are on the other side of the spectrum.

## YOU WILL LEARN

**How to better understand yourself and other people;**

**How to communicate and cooperate with them with respect to their personality type.**

**What is MBTI, what are the benefits and risks of using this typology**

**What is your own personality type - ASSESSMENT**

- You'll discover what is your type and we will dive deeper into understanding

**How to understand THE PREFERENCES - Interactive discussion about the results**

We'll go deep into exploration: What do the preferences tell us about ourselves and others (all characteristics of different preferences and temperaments are accompanied by many real-life examples and videos). How we differ, what we can learn from each other, how we can find a way to better cooperate with people on the opposite side of the spectrum, how we can grow in our own type.

- extrovert - introvert (what energizes us)
- sensing - intuition (how we get information from the outside world)
- thinking - feeling (how we process information and how we make decisions)
- judging - perceiving (our public behaviour)

**How to understand THE TEMPERAMENT - Interactive discussion about the results**

- Guardians (characterized by their sense of obligation and responsibility)
- Players (characterized by their desire for adventure, fun, action, play and freedom)
- Rationalists (characterized by their desire for progress, efficiency, utility and professionalism)
- Idealists (characterized by their desire to find the meaning, integrity and higher mission)

**How to talk to a person from the opposite side of the spectrum**

You will get into conversation with another participant from the other side of the spectrum and consciously observe how you differ and explore ways how to talk to each other with more understanding

## ORGANISATION of this training

**Optimum setting:** 1 day workshop for a team; up to 30 participants

- If this workshop is delivered to a team, we make it interactive so that you can see, where your colleagues are, it's usually a lot of fun and aha moments that create better understanding of differences.
- We also create a table where you can see all team members and really understand the dynamics of the team a bit better.





# PRESENTATION SKILLS

## TRAINING DESCRIPTION

**Learn how to create professional and engaging presentations.**

Our professional life is full of presentations, many of them are unfortunately not a good quality.

Learning how to deliver a high quality presentation will give you a great competitive advantage in the business world of today.

## YOU WILL LEARN

**How to really deliver your message. Having a good idea is not enough. We need to be able to communicate it.**

### Complex guide “How to prepare and deliver professional presentation”

- Set clear goal for the presentation (make it efficient)
- Create simple and powerful structure
- Engage your audience, make your presentation an interactive experience (instead of pushy, frontal)
- Handle questions and difficult situations, objections and “NO” (Negotiation Essentials)
- Be a confident professional speaker (essentials of non-verbal communication - hands, eye contact, body posture, owning your presence)
- Create a really good PowerPoint (avoid slideuments)
- Be concise and make it visual
- Prepare good quality support materials for the audience and for yourself (the presenter)
- Handle anxiety and stage fright, build healthy self-confidence

### Intensive practice

- All participants will prepare and deliver two types of presentations:
  - ✓ Team presentation (day 1)
  - ✓ Individual presentation (day 2)

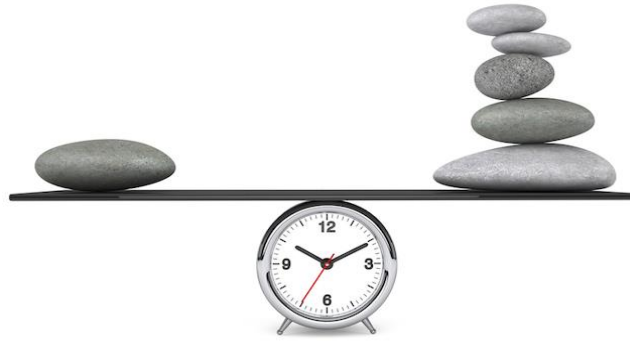
And receive very rich feedback on 3 levels: video, colleagues and the trainer

Each presenter receives direct feedback on “how much they were able to achieve the goal of their presentation” (in other words how much was their presentation effective) and we discuss what was missing or worked really well.

## ORGANISATION of this training

**Optimum setting:** Day 1=Guide and team presentation – **1 week** for integration (each participant prepares individual presentation from work environment – **Day 2**= individual presentations with rich feedback, max. 8 participants

**Other options:** 1 day intensive with team presentations only; 3,5 hour inspirational workshop



# HOLISTIC CONCEPT OF TIME MANAGEMENT

## TRAINING DESCRIPTION

Learn how to do it all and still be ok :-)

Are you telling yourself that once you finish this project, you will go for a nice trip, golf game, massage, will go to visit your friends or family? Do you feel like you are working hard with your best effort and once you get to the end of your to-do-list, new tasks appear in a never-ending flow? This training is good for everybody who wants to get rid of the constant pressure, simplify life and live with better productivity and balance.

## YOU WILL LEARN

How to get your life more under control; lower the pressure, get better organized, increase productivity and balance.

### Context – the world we live in, inevitable cultural influence we face

We'll explore important influences we face today; for example the culture of busyness and "doing", phenomenon called "compression of time", never-ending flow of distractions, paradox of choice etc. Doing more and faster is barely possible, so we have to find another way. We'll also describe how stress (especially long-term) works, how it impacts our mind, concentration and good performance.

### Holistic approach to time-management

We'll explore 2 levels of time management that both have to be in alignment to make it all work together.

- Strategic
  - ✓ Stop every 3 years to refresh, reconnect to your vision (practical tools and exercise)
  - ✓ Stop every year to set direction for the coming year (practical coaching tool)  
WHY is this important: To be able to prioritize, you need to know where you are going and why (you have a vision that is interconnected to your daily life)
- Daily
  - ✓ How to step out of your automatic behaviours, become pro-active instead of re-active
  - ✓ How to calm your mind and concentrate better
  - ✓ How to cultivate healthy productive habits (practical guidance for daily life)  
WHY is this important: You are consciously taking daily actions to create what is important for you, you keep your focus and productivity

### Barriers to good time management and how to overcome them

- What is the mechanism of procrastination and 4 steps to sustainable change

### Time management tools – how to organize your daily life and work

### How to keep focus under pressure and maintain healthy space and balance

- How to pause, push back, say "NO" if necessary
- Wellness scale on daily basis, practical tips for stress management

## ORGANISATION of this training

**Optimum setting:** 1 day F-F workshop with preparation ahead of time (time scan), on-line support and follow-up; up to 12 participants

**Other options:** 3,5 hour inspirational workshop



# LEADERSHIP ESSENTIALS

## TRAINING DESCRIPTION

**By definition, leader is somebody whom we follow not because we have to, but because we want to.**

Leader in today's professional world has to be able to offer clear vision, personal and professional quality, needs to build strong relationships with people to engage them and make sure they deliver the business results. This training offers you a refresh of the current view of leadership and very practical tools and guidance for your daily professional life.

## YOU WILL LEARN

**How to own your leadership role firmly and deliver good business results.**

**Who is a leader – definition of what it really means and identifying the entry level of each participant**

We'll define what kind of a leader we want for ourselves so that we look forward to coming to work every day. All characteristics are gathered on the flipchart in Neurological Levels format. Then we switch perspectives and talk about the fact that if we want this from our boss, our people probably want this from us. And we do the scaling – How much do we have these qualities now?

**The truth about motivation (what works/does not work; where are the limits, and what are the other options we have)**

We will explore what is the difference between internal and external motivation, what are the limits of the external motivation in 3<sup>rd</sup> millennium and how we can awaken the internal motivation in ourselves and in others; how to empower engagement through very practical small things that can be done on daily basis.

**How to focus our energy effectively in the sphere of influence**

You'll learn to distinguish what I can/cannot control in every situation.

We'll learn about the trap of this great technique, the learned helplessness, and the necessity to test the limits every now and then and extend your zone of influence through time.

**What is the difference between "Push" and "Pull" approach; coaching as a great tool for leaders**

We'll talk about what is coaching and how it can be used in daily leadership practice. We'll explore 2 key skills: Asking powerful questions and High quality listening with interest. Participants will get simple tool that they can start using in their work immediately.

**How to create safe environment for growth and learning through constructive feedback, honest communication and approach to failures**

We'll explore why feedback is essential for growth and learning (through 4 stages of learning). We'll learn and practice how to provide feedback in a constructive way and on an appropriate level and create safe environment for accountability and high performance; and also how to ask for feedback for yourself. We'll explore the essence of constructive communication and why manipulation does not belong to a sustainable and healthy leadership and how do you know you're doing it.

**How to operate under pressure, overcoming obstacles, long-term high performance and sustainability**

We'll do an assessment of personal balance, you'll get practical tools and inspirations for stress management and energy maintenance. One of the tools is a practical guide for daily high performance and balance (The best from time management books)

## ORGANISATION of this training

**Optimum setting:** 2 day workshop or tailor-made development program; max. 15 participants

**Other options:** 3,5 hour inspirational workshop



# OTHER WORKSHOPS AND POSSIBILITIES

## THERE ARE MANY MORE POSSIBILITIES

You can choose from the standard offer or tell us what you need and we will prepare a completely tailor-made program for you. We can combine existing topics across the scale or come up with something that will be brand new. Let's talk and find out.

### OTHER STANDARD TOPICS ON OFFER

- **Train the trainer** (facilitation skills for internal trainers)
- **Effective communication** (not focused on assertiveness but similar)
- **Become your own coach** (coaching skills specifically applied on self-coaching)
- **Stress management and work-life balance** (decompressing techniques deeper dive)
- **How to manage your email** before your email manages you (short productivity workshop)
- **Own your day, own your life** (short time management and productivity workshop)

### RECOMMENDED COMBINATIONS FOR YOU

Combinations that would work really well together, for example:

- **Mindful constructive communication**  
**2 days Assertiveness + 1 day Mindfulness**  
In the Assertiveness Training, we talk a lot about the art of pausing and becoming aware of our own reaction, so we cover basics of mindful communication. 1 day of Mindfulness training would add deeper understanding and (that is important) offer very practical guidance how to build mindfulness practice and become more and more aware of what is happening not only in communication.
- **Essential leadership toolbox**  
**1 day Leadership + 1 day Assertiveness + 1 day Coaching + 1 day Presentation**  
This combination would create really good understanding how and why true assertiveness is an essential part of leadership; and would provide very practical tools to leaders for healthy productive communication. Coaching on the other hand is an essential tool in good leader's toolbox.
- **Healthy and strong leader**  
**1 day Leadership + 1 day Mindfulness with Stress and Time management Essentials** (focused on Owning your day, becoming more focused and productive, more in a state of flow and less in a state of pressure; cultivating healthy balance and sustainable high-quality productivity)

Please, read these combinations as examples. In fact, many other combinations are possible.





impossible

# OTHER WORKSHOPS AND POSSIBILITIES

## SPECIAL ADVANCED WORKSHOPS

- **1-2day Training** inspired by the work of Brené Brown “**Daring Greatly and Rising Strong**”. This training could be presented as “**Advanced Assertiveness**” and the main emphasis of this training is helping people understand how to stay strong, cultivate courage and be the best version of themselves in every situation. The main idea of this training is that if you are brave enough, often enough, you’ll inevitably experience some kind of a fall. And that is where “Rising Strong” becomes important. So that we learn how to process failure to learn from it, and become stronger and wiser than before.
- **1 day Training** called „Authentic Success“ or „**Success Intelligence**“ inspired by the work of Robert Holden, famous British coach. I was trained by Robert in London in his 5day certification program. The basic idea of this training is that we all long for success and we all work hard to get it. But not many of us ever took the time and effort to find the answer to the essential question “What success really means for me?” So many times we work hard to achieve success that is defined by the culture, marketing pressure or the influence of our parents and not defined by us. This leads to frustration and dissatisfaction in the end. This training helps you find the answer deeply grounded in your authentic values and desires and sparks a new level of energy and success.

This training can be used as an advanced training for anybody who knows me or has been through some experiential work already.

## TAILOR MADE TRAININGS – examples

- **Tailor-made coaching program for regional top management** of the biggest Czech bank;
  - ✓ How to empower proactivity, ambition and ownership across the leadership team
  - ✓ Strategy workshop
- **Tailor-made program for QRQC managers in production plant**
  - ✓ How to accept and fully own the role, assertiveness essentials, leadership essentials
- **Tailor-made program for line managers (top management team) in IT company**
  - ✓ Combination of presentation skills, Mindfulness, How to communicate bad news
- **Individual coaching programs** F-F or online

## ON-LINE PROGRAMS

With modern technology in place I can offer trainings online, via zoom ([www.zoom.us](http://www.zoom.us)). It can be a nice support element in the learning process. I’ve delivered these trainings so far:

- **1 year long program for McKinsey & Company – developing coaching skills** for internal mentors
- **Short 60 minutes webinars** focused separately on:
  - ✓ Practical mindfulness,
  - ✓ Handling criticism with ease and grace,
  - ✓ How to say “NO” without feeling guilty

I am now preparing:

- **Mindfulness 90 min talk** for DHL (internationally for people in Europe, Asia and America)
- Support on-line space for students of coaching