

R&A Masterclass Programmes



Influencing with Integrity: By understanding the deep structure of motivation and preferred working styles of others, everyone can have the power to change minds. Adapting one's own preferences to the target audience results in more powerful, targeted conversations that achieve the desired results. Exploring and learning how to apply the principles of influence enables you to get things done through others, capture your audience, sway those who are undecided and convert those who oppose you.

Personal Presence - The Body of a Leader: How we present ourselves and our information has a tremendous impact on those around us. Delegates will learn and practice simple, immediate and profound techniques that will enable them to increase their personal presence and gravitas whenever they interact with others. As a result, their approach will engage and inspire those around them, ensuring they more powerfully influence others and become persuasive and skilful communicators. This is the 'body of the leader' in action.

Advanced Communicating: We have to be able to express complex ideas quickly and with clarity. This workshop is the antidote to bland communication. The essential attitudes, skills and behaviours that access the deep structure of understanding equips participants with the tools necessary to operate effectively in this multifaceted, diverse and challenging environment. The programme enables participants to tailor their message for their intended audience in a way that builds faster, deeper rapport and trust. By appropriately personalising their message, individuals generate maximum impact and understanding.

Applied Emotional Intelligence: EI brings intellect to our emotions and encompasses self-awareness, social skills, self-management and social awareness. Recognising, channelling and adapting our own emotions and the emotions of others are essential skills when influencing others, so the ability to manage our emotions is as least as important as technical ability. Participants will increase their awareness of themselves and others whilst developing skills and strategies that enhance their levels of emotional intelligence.



Building Strong Relationships: When we need to build trust and understanding with others, both for existing and new relationships, we need to be able to understand how people experience us so that we can modify our behaviour and learn to make wiser business decisions. The skilful application of these multiple perspectives is a powerful method for incorporation client, organisation and team viewpoints into a cohesive whole, while building understanding of and a respect for the positions and views of others. Putting these skills into practice provides participants with the personal flexibility to develop strong and sustainable personal networks.

Talking When it's Tough: All of us have conversations that we know we ought to have, but somehow manage to avoid. This may be because we know the topic is sensitive or potentially contentious. It may even lead to an emotional response in us or the other person. However, if we want to engage the emotions of others at work... their excitement... their passions... their motivation..., then we need to be able to have difficult conversations AND maintain relationships. Delegates on the programme will learn four key principles for 'talking when it's tough'.

Elegant Negotiating: Understanding the psychology of successful negotiating, developing a 'win win' mindset, considering multiple perspectives and planning for skilful conversations that strengthen relationships and focus on long term benefits. Participants will practice the four phases of successful negotiating and explore the 'wants' model, identify their current approach and how to structure the process and conversations that result in success.



Confidence & State Management: Peak performance on demand – creating and sustaining optimal performance conditions are essential ingredients that help you demonstrate and maximise your strengths. Participants will learn how to use their thinking, body and emotions to effectively guarantee that they can perform at their best. This will ensure the maximising of their innate talent will not be down to luck, but the result of the application of method and skill.

Powerful Presenting: Planning, designing and delivering your message, whether one to one or one to many, formally or informally. Participants will explore how to match and pace an audience, lead them where you need them to be and create and deliver compelling messages. They will demonstrate increased leadership presence, conveying their message with credibility.

Talent Mapping: Do you know your own personal strengths? How about those of your colleagues and reports? Through individual and team exploration, delegates identify those



innate talents that have contributed to getting them where they are today and also a clear understanding of the blends within the team. What are the gaps and where are the clusters? As a result of this 'mapping,' participants gain self awareness, clarity around what talents are available as a resource and what skills will help develop those talents further.