

PERSONAL IMPACT



Overview

The Personal Impact programme is designed to help individuals within an organisation boost confidence, communicate clearly, achieve goals, develop personal resilience and relieve stress. This course will provide participants with success strategies to use throughout their entire career and realise their true potential. From an employers perspective, it will equip your staff with the core soft skills required to perform with excellence and empower them to take personal responsibility and achieve greater results in their roles. Suitable for individual contributors through to senior managers.

Day	Content
1	Motivation & Goal Setting <ul style="list-style-type: none">• Definition of motivation• Uncover personal motivational drivers• Herzberg's 2-factor theory• Work-based values elicitation• Achieve work/life balance with the Wheel of Life• Personal SWOT• Clarity model• SMART goal setting• Career development plan
2	Confidence & Assertiveness <ul style="list-style-type: none">• What assertiveness is & why is it important• Assertiveness vs. passive/aggressive behaviour• Understand the link between mindset and behaviour• Learn how to read and use body language to your advantage• Verbal communication skills - questioning, listening, tonality, inflection• Recognise that personal confidence levels are within your control• How to become more assertive and confident in your own abilities• Understand motivations and personalities of other people & how to adapt to them• Learn how to say no and ask for what you want• Deliver compelling messages with growing confidence
3	Positive Influence <ul style="list-style-type: none">• Planning and setting boundaries for positive outcomes to meetings• Origins of behaviour & impact on to communication• Making a good first impression• Rapport building• Effective communication techniques• Confident behaviour and how to pitch ideas with presence• Understanding body language and voice & how to use them to influence• Personality profiling to aid negotiation with different personality types• Effective questioning & listening techniques• Communicating a clear message & gaining agreement

4	<p>Presentation Skills</p> <ul style="list-style-type: none"> • Presenting best practice • Overcome anxiety & get into the right state to present effectively • Planning and preparing for a presentation • Audience analysis • Rapport to gain & maintain connection & control of an audience • Using body language & tone of voice to influence • How to structure an effective presentation • Use of visual aids & attention grabbers • Using constructive feedback to develop delivery style
5	<p>Emotional Intelligence</p> <ul style="list-style-type: none"> • Overview on emotional intelligence • History & science behind it • 5 domains of emotional intelligence • Raising self-awareness • Emotional hijacking • Self-management & managing our emotions • 3 levels of empathy & how to demonstrate it • Personal motivation • Building relationships • Communication styles
6	<p>Building Adaptability & Mindfulness</p> <ul style="list-style-type: none"> • Stories of adaptability • How to recognise adaptability • Building adaptability & resilience techniques • Adaptability profile • Dealing with uncertainty • Reframing internal dialogue • Increase energy levels • Understanding the stress response • A definition of mindfulness • The history of mindfulness & mindfulness based stress reduction (MBSR) • Create some headspace • A taste of mindfulness • Formal practice - 10 minutes led mindfulness practice • Informal practice • Mindfulness of emotions

By the end of the course learners will be able to...

- Motivate themselves & set achievable performance goals
- Demonstrate assertive behaviour to achieve win/win outcomes
- Positively influence others & improve daily communication
- Design & deliver memorable presentations that engage with their audience
- Increase their emotional intelligence & Manage being emotionally hijacked
- Improve their personal resilience & adaptability
- Practice mindfulness to relieve symptoms of stress

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Stage	Content
1	Pre-work to be sent to all participants. To include: overview of the Personal Impact programme aims of the course self-assessment personal objective setting issues or challenges they face & would like to overcome personal development plan template
1	Manager meeting - each participant to have a brief discussion with their line manager to review pre-work, personal issues, aims & objectives prior to commencement of the programme
2	Delivery of 6 one-day modules: 1. Motivation & Goal-Setting 2. Confidence & Assertiveness 3. Positive Influence 4. Presentation Skills 5. Emotional Intelligence 6. Building Adaptability & Mindfulness
3	Peer Coaching - in between each module. Peer partners to meet to discuss their action plans and reflections from each module - the summary of which is to be recorded in their Personal Development Plans (PDP). Typically, these sessions last between 30-60 minutes.
3	Monthly Meeting - action learning sets for all participants to discuss the on-going application of each module & their learning journey. A framework for that discussion is recommended and could include: a chair person and minute-taker; reflection on real scenarios that have occurred in the work place in staff and in themselves; what issues & challenges they have experienced and how they have overcome them or plan to; what successes they've had and which strategies they used to succeed. The main idea is for them to take ownership of these sessions. Typically, they would last an hour, the outcome of which is to be recorded in their PDPs.
4	Personal Development Plan & Reflective Statement - the PDP is for them to log any relevant activities they have undertaken throughout the programme to apply what they have learned on each module, for example: <ul style="list-style-type: none"> - Met with line manager to discuss my action plan - Attended peer coaching session with x - Practiced x model Following all six modules, they will complete a 500-word reflective statement to summarise their thoughts and views on the programme and what they have learned and applied throughout.
5	Final presentations - 2 months after the final module, they will come back together as a group and in pre-determined pairs deliver a 15-20 minute presentation on their learning, outcomes and experience of the programme. These presentations need to include 2 aspects: 1. A teach-back on a topic of their choice from the whole course. This should be an interactive session that they will deliver to their peers and to key stakeholders who will be observing the presentations. To avoid duplication of topics - they will need to decide as a peer group who is doing which topic. 2. During the teach-back they will need to demonstrate where they have applied what they have learned throughout the programme.

