



MOBILE TEAM CHALLENGE

“The Emotionally Intelligent Leader”



When Business Intelligence meets Emotional Intelligence

Mobile Team Challenge Ltd

Unleash the Potential of Your People

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When Business Intelligence meets Emotional Intelligence

There are many psychometric profiling tools which identify people as a colour, or a 4 letter acronym, or a season or a type... and these can be used to great effect in creating a self-awareness within the individual. There are very few of these tools which measure the development or progress within an individual. This is where Emotional Intelligence Profiling leads the field.

With many psychometric tools we are always told "there are no right or wrong answers..." ... however with Emotional Intelligence Profiling – there can be... and E.I. also leads the field in measuring the 8 individual behaviours which make up our E.Q. and we can identify which of our 8 behaviours require the development.

Some organisations use E.I. profiling to complement their recruitment processes and their competency frameworks. These frameworks can be set and mapped against E.I. behaviours... which can then be measured as part of a personal development plan or review.

When it comes to happiness and success in life, emotional intelligence (E.Q.) matters just as much, if not more, as intellectual ability (I.Q.). Emotional intelligence helps you build stronger relationships, succeed at work, and achieve your career and personal goals.

Emotional intelligence (E.Q.) is the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathise with others, overcome challenges, and defuse conflict. Emotional intelligence impacts many different aspects of your daily life, such as the way you behave and the way you interact with others.

If you have high emotional intelligence you are able to recognise your own emotional state and the emotional states of others, and engage with people in a way that draws them to you. You can use this understanding of emotions to relate better to other people, form healthier relationships, achieve greater success at work, and lead a more fulfilling life.

Perhaps the biggest surprise has been the impact of E.I. in the world of business, particularly in the areas of leadership and employee development (a form of adult education). *The Harvard Business Review* has hailed emotional intelligence as "a ground-breaking, paradigm-shattering idea," one of the most influential business ideas of the decade.

Harvard
Business
Review

The Harvard Business Review

has hailed emotional intelligence as **"a ground-breaking, paradigm-shattering idea, one of the most influential business ideas of the decade."**



When Business Intelligence meets Emotional Intelligence

Developing emotional intelligence through a few key skills:

Emotional intelligence (E.Q.) is built by reducing stress, remaining focused, and staying connected to yourself and others. You can do this by learning key skills. The first two skills are essential for controlling and managing overwhelming stress and the last three skills greatly improve communication. Each skill builds on the lessons learned in practicing the earlier skills and include:

- The ability to quickly reduce stress in the moment in a variety of settings
- The ability to recognize your emotions and keep them from overwhelming you
- The ability to connect emotionally with others by using nonverbal communication
- The ability to use humour and play to stay connected in challenging situations
- The ability to resolve conflicts positively and with confidence

These techniques are being developed internationally across every Sector of Business.

Mobile Team Challenge (MTC) has been approved as the preferred supplier to the RAF, Army, Navy and Tri-Services for the training of 4,000+ service personnel on the topics of Leadership, Team Building, Conflict Management and Emotional Intelligence. In Further and Higher Education MTC



has been commissioned by in excess of 150 Schools, Colleges and Universities to deliver "Student Experience Excellence", "LEAN / Six Sigma Business Improvement Principles", "When Academic Intelligence meets Emotional Intelligence", "Business Development", "Inspirational Leadership and Followership" and "Building High Performance Teams".

In addition, 26 NHS Foundation Trusts have commissioned MTC to deliver Emotional Intelligence Workshops throughout their Trusts to all levels of employees.

Added to MTC's clients of 200 Local Authorities, 150 Colleges and Universities, over 50 HMP and "Blue Light" Organisations, in excess of 200 Private Sector Companies and Public Sector clients, it is easy to see why MTC are emerging as a leading authority in these areas of Personal, Team and Organisational Development.

Many organisations are using Emotional Intelligence Profiling for: recruitment, personal development and appraisals, succession planning and competency based PDRs.

Mobile Team Challenge: Emotional Intelligence

MetLife **Optimistic**

Being able to take rejection is essential in sales

75% of new Sales recruits quit within the first 3 years

Salespeople who were optimists sold 37% more in the first 2 years than pessimists

MetLife only hire people who scored high on EI tests for optimism

This group outsold the pessimists in first year by 21% in their first year and 57% in the 2nd

Mobile Team Challenge: Emotional Intelligence

L'Oréal **Empathy**

... Are ONLY hiring Sales Assistants with high E.Q. Scores and they have had 63% LESS turnover of Staff

IBM + Pepsi - top 10% of sales were from those with high E.Q.'s - averaging 55% MORE than sales assistants with 'average' E.I.

The top performer was 12 times more productive than those at the bottom of the E.I. Scale.




That is ONE single person in the top 1% was worth 12 people in the bottom 1%.

SO ... in these extraordinary times... and austerity budgets... How do we sell more with less people???

ONLY employ high-level E.Q. Employees or invest in the training of your employees to raise their E.Q. Levels

When Business Intelligence meets Emotional Intelligence

Mobile Team Challenge: Emotional Intelligence



Influence

In the last 10 years, Graham has bought 3 different brands of Car



Empathy

Why?

Because the Car Salesman that he **likes and trusts** has worked at 3 different franchises in the last 10 years...

“the purpose of business is not to make a sale... But to make and KEEP a customer - People will buy from people they like...and who they trust”.

Peter Drucker
“The Man who invented Management”



The following document illustrates the power of Emotional Intelligence Mastery and demonstrates how these simple techniques can be learned and applied to create:

- **Emotionally Intelligent Leaders**
- **Emotionally Intelligent Teams**
- **Emotionally Intelligent Organisations**

Applied Emotional Intelligence within our working and personal lives will help us to perform to our maximum by unleashing the full potential within us.

Yours sincerely

Barry Bailey

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When Business Intelligence meets Emotional Intelligence



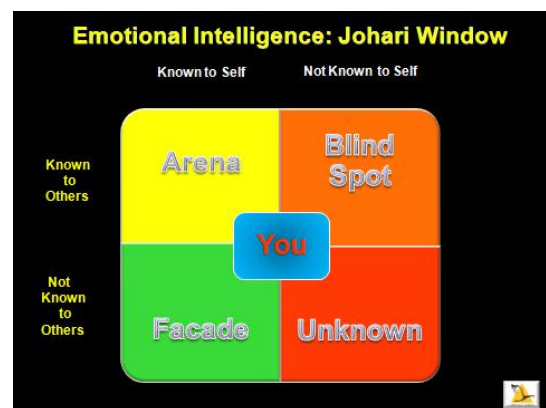
Developing Self Awareness and Insight:

What is Emotional Intelligence?

Did you know that assessing, benchmarking and developing leaders' and teams' Emotional Intelligence has never been so important for maximising their potential for success?

Harvard Business Review says *"In hard times, the soft stuff often goes away. But Emotional Intelligence, it turns out, isn't so soft. If emotional obliviousness jeopardizes your ability to perform, fend off aggressors, or be compassionate in a crisis, no amount of attention to the bottom line will protect your career. Emotional intelligence isn't a luxury you can dispense with in tough times. It's a basic tool that, deployed with finesse, is the key to professional success."*

Emotional Intelligence is the ability that individuals can develop to manage both themselves and others. It is about understanding and having an accurate insight into an individual's motivation to succeed and to develop an increased awareness of how their "style" affects others with whom they work. This includes; understanding the impact of stress and pressure, recognising why people behave the way they do, knowing how to make 'key' decisions and to maximise one's performance. This is the key to human capital management.



Until recently the main approaches to assessing and developing human behaviour have been ability tests and personality questionnaires. However, by new Emotional Intelligence models, it is possible to assess a person's ability to manage their personality and behaviour and hence their potential for success in different situations.

In today's environment what matters is not just a person's training or their expertise but their people skills and their ability to manage themselves and others.

Some people have been conditioned to believe that emotions are not welcome in the business world and that decisions should be based upon cold, logical reason.

Leadership research tells us that the lack of interpersonal skills and the inability to adapt are the two principal derailment factors in careers.

Today there is a growing body of science in the emerging field of Emotional Intelligence, indicating that proper understanding and use of emotions are critical in helping leaders and teams become more effective and better negotiators and communicators.

There is a key differentiator between those who are emotionally intelligent compared to those who are intellectually intelligent and that is their ability to build lasting and successful relationships with colleagues and clients. There are eight key behaviours that are typical of those with emotional intelligence; Adaptability, empathy, contentionsness, motivation, stress resilience, self-awareness, decision making and influencing skills.

When Business Intelligence meets Emotional Intelligence

When Business Intelligence meets Emotional Intelligence

Why it is important to develop Emotional Intelligence within our Teams

Our moods and emotions influence our behaviours on every workplace interaction and relationship. They influence fundamental areas like empathy, decision making, resilience to pressure, motivation / engagement, client rapport etc.

Showing a genuine concern (empathy and compassion) for clients' needs, smiling and making eye contact are all critical to a client's perception of service quality and client experience.

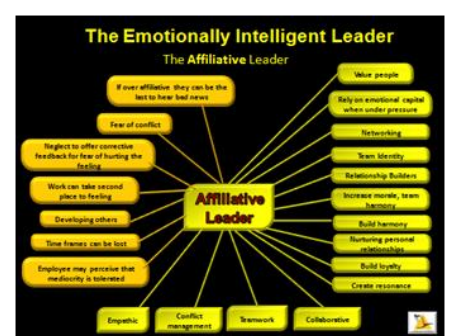
Importantly, research has shown that Professional Leaders and Account Managers with a higher level of emotional intelligence have a higher success rate.

Empathy is an emotional capability closely associated with Emotional Intelligence (EI), and the good news is that (unlike our Intelligence Quotient which is thought to be largely fixed by early adulthood), we continue to develop **emotional awareness** and **social skills** throughout our lives... **If... we choose to.**

Daniel Goleman has defined **emotional intelligence** as *'...the capacity for recognizing our own feelings and those of others, for motivating ourselves and for managing emotions well in ourselves and in our relationships.'*

The development of these 8 behaviours will create transformational leaders and highly efficient Individuals and Teams.

The Emotionally Intelligent Leader – The 6 Leadership Styles of E.I.



When Business Intelligence meets Emotional Intelligence

The Emotionally Intelligent Business Development Executive

The old adage says that ...**"People will buy from people they like!"**

In days gone by, the ways to describe what we like, or don't like in a person was usually down to their personality...or style ... or we may have used psychometric personality profiles to help us understand other people and to rationalise why they were "different" to us.

In the mid 90's an amazing development in the understanding of the behaviours of individuals was documented in Daniel Goleman's breakthrough book called **Emotional Intelligence** – a best seller, for a record breaking 2 and half years.

The concepts took the "world of psychology" by storm and Psychologists across the World eventually came to the conclusion that Goleman's theories were correct and agreed, that Emotional Intelligence could be developed... and, measured in an individual.

Untiring research by Harvard and The British Psychological Society identified and agreed that our Emotional Intelligence is comprised of 8 unique behaviours – all of which can be developed and fine-tuned.

This now meant that we could identify which of the 8 Emotional Behaviours contributed to the Key Account Business Development Managers' character being "liked or not" – hence enabling and through Coaching and Learning and Development, tweak the E.I. behaviours to ensure that we increased the likelihood of the person building a better rapport with the client, and therefore ensuring that the chances of being "liked" and increased sales were more likely.

SO what IS Emotional Intelligence?

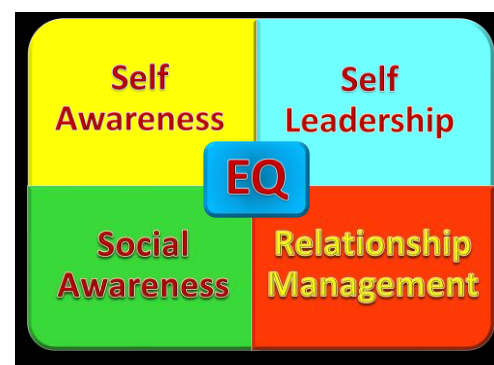
How do YOUR 8 E.I. Behaviours Stack Up Under Pressure?

When SALES Intelligence meets EMOTIONAL Intelligence



- Decisiveness**
The capacity and preparedness to take decisions, accept responsibility and take the initiative with a Client. Provides clarity on issues and is prepared to be assertive.
- Motivation/Drive**
Wants to achieve, has energy, drive and enthusiasm, is ambitious, is optimistic and positive about things, less likely to become demoralised, is not cautious or hesitant.
- Influence**
Is able to persuade clients, gets own views across, can get others to do things for them or to do what they want, is able to lead and likes to, likes a position of authority.
- Adaptability**
Responds well to change, is flexible and adaptable, keeps an open mind, likes variety, accepts others' input, likes novel and creative approaches.
- Empathy / Compassion**
Team orientated, sensitive to others needs and can see their perspective, tactful, sympathetic, patient, gets on with others, is tolerant of other people, approachable. Builds great empathy with clients
- Conscientiousness**
Meets deadlines, is punctual, is tidy, works hard, is reliable, dependable, conscientious, self-disciplined, good at organising and can tend to conform and follow the rules.
- Stress Resilience**
Copes with the day-to-day pressures of life, can control themselves e.g. can control temper when provoked.
- Self-Awareness**
This scale gives an index of the extent to which your rating of yourself is likely to correspond with the way that others would rate you.

Self Awareness	The ability to and recognise and understand your moods, emotions and drives as well as their affect on others	Self Confidence Realistic Self Assessment Self deprecating sense of humour
Self Regulation	The ability to control or re-direct disruptive impulses and moods. The propensity to suspend judgement – to think before acting	Trustworthiness and integrity Comfort with ambiguity Openness to Change
Motivation	A passion to work for reasons that go beyond money or status A propensity to pursue goals with energy and persistence	Strong drive to achieve Optimism even in the face of failure Organisational commitment
Empathy	The ability to understand the emotional make up of other people. Skill in treating people according to their emotional reactions	Expertise in building and retaining talent. Cross cultural sensitivity. Service to clients and customers
Social Skill	Proficiency in managing relationships and building networks. An ability to find common ground and build rapport	Expertise in building and retaining talent. Cross cultural sensitivity. Service to clients and customers



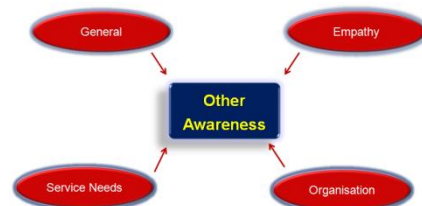
When Business Intelligence meets Emotional Intelligence

Emotional Intelligence Model

Emotional Intelligence profiling is not a personality test nor is it an intelligence test – the training system focuses on specific areas that predict success and these all begin with developing an accurate and healthy **Self Awareness**.

The journey to a highly developed E.Q. begins with the self-awareness and then progresses onto **Self-Management** and then an awareness for others develops as we start to realise the impact that our style has on others and that leads to an in depth awareness of how we Manage Relationships with others – at Work, at Rest and at Play.

Developing “**Other Awareness**” is critical for those in Customer Facing roles. Whether their customers are internal or external, being able to “get on with people” is an emotional intelligence skill which should be learned and developed.

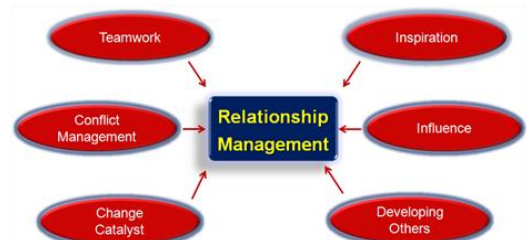


People with high E.Q.'s are people who have excellent **Self-Management Skills**. These are the people we meet who come across as “really having it together”... It has always been difficult to define what the “it” is in these people... but the British Psychological Society and Daniel Goleman (a leading authority in E.I.) would agree in defining “it” ...as being a high Emotional Quotient.



These are people whose glass is half full, they are pro-active and take initiative, they will have achieved in life, and they will have excellent self-control and honesty with an incredible ability to adapt to change. These are also the people who attract others to themselves. Others will want to be around these with a high E.Q. so that they can be inspired and motivated by being in their company. All of these are characteristics of an inert emotional intelligence which has been developed through awareness training.

As demonstrated above, people with high E.Q.'s will attract people to them – like a flame draws a moth. And this engagement with people develops their **Relationship Management** skills even more. These people will make excellent leaders of people, teams, departments, organisations ...and even Countries. Their developed skills enable them to create high performing and functional teams, they have abilities to influence in Key Account Business Development Roles, inspire, motivate, resolve conflict, embrace change and mentor others. Organisations **don't** change... it's the **people** that **do and** every organisation needs their people to develop their Emotional Intelligence in order to acquire these incredible insights.



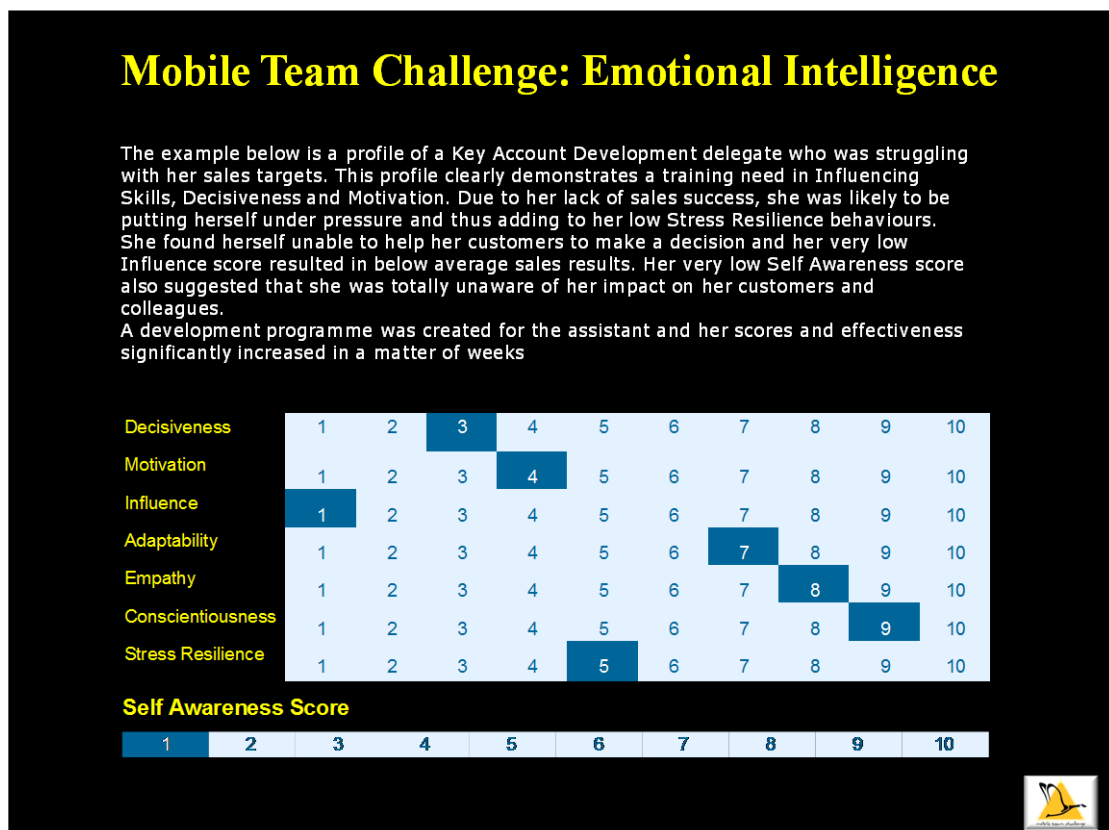
When Business Intelligence meets Emotional Intelligence

Emotional Intelligence Mastery Workshop

In order to explore and develop our E.Q. – we have created an Emotional Intelligence Mastery Workshop – either personal 1-to-1 Mentoring, a half day or a full day session.

Each delegate will receive a personalised, 18 page Emotional Intelligence Profile – an Executive summary is seen below and a full E.I. sample has been included with this proposal as a separate document.

Score Summary - SAMPLE



As demonstrated by the summary above, this profile clearly shows the area that this Key Account Development person needs to be developed. The behaviours of **Decisiveness** and **Motivation** are low whilst the score of “1” for **Influencing** skills highlights a critical need for this delegate. A Business Development person with low influencing skills is destined to struggle to win clients. **Adaptability**, **Empathy** and **Conscientiousness** are also in need of development.

This profile provides us with a perfect tool to measure where they are “at” currently and enables us to create a personal development plan which focuses on the specific areas where the individual needs to improve.

When Business Intelligence meets Emotional Intelligence

We can also assess a full team and identify generic development needs as this example demonstrates:

From this team of 4 Specialist Sales People – we see that Empathy and Stress Resilience are specific areas for development for **all** team members – so a 1- day workshop covering these topics was delivered, generically. Other personal areas for development were approached in a mentoring one-to-one or small group basis – thus ensuring that every delegate has development tailored to their specific need.

	Tony	Mark	Lilly	Bruce	Totals	Average
Decisiveness	8	7	8	7	30	7.50
Motivation	8	8	6	6	28	7.00
Influence	7	7	6	6	26	6.50
Adaptability	7	7	3	7	24	6.00
Empathy	2	5	5	6	18	4.50
Conscientiousness	3	7	8	7	25	6.25
Stress Resilience	5	7	1	7	20	5.00
Self Awareness	7	7	7	6	27	6.75

Emotional Intelligence Profiling








The on-line E.I. Profiling Tool will measure an individual against the 8 E.I. behaviours as shown below and will create an 18 page personal profile with measurements on a scale of 1-10 on all 8 behaviours.

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User Name

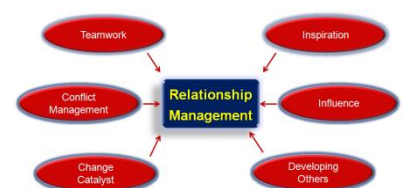
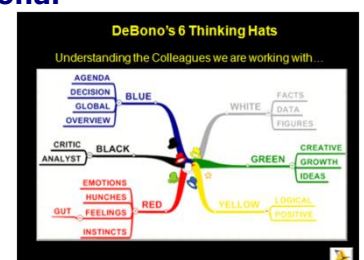
Date

Comparison group

 <div> <div>Decisiveness</div> <div>Is comfortable taking a lead from others and will delay making final decisions until all of the information is available and he/she has had sufficient time to evaluate the situation fully.</div> </div>	<div>12345678910</div>	<div>Decisiveness</div> <div>Likes making decisions and taking on responsibility, actively seeking to put forward his/her views and take a leading role.</div>
 <div> <div>Motivation/Drive</div> <div>Is likely to deal with his tasks in a methodical manner without engaging emotionally in his/her role, reacting to the needs of the situation rather than driving a particular approach or agenda forward.</div> </div>	<div>110</div>	<div>Motivation/Drive</div> <div>Is likely to become passionate about tasks and roles he/she engages in, putting a great deal of energy into them and actively seeking and expecting positive outcomes.</div>
 <div> <div>Influence</div> <div>Does not feel a need to have an impact on others and is comfortable in roles that do not have a high profile or that lack the opportunity to influence others.</div> </div>	<div>110</div>	<div>Influence</div> <div>Is a competitive person who likes to win and to have an impact on others, enjoying high profile roles.</div>
 <div> <div>Adaptability</div> <div>Comfortable with highly structured and regulated working environments. Likes following routine procedures and may not like change. May have a procedural thinking style.</div> </div>	<div>110</div>	<div>Adaptability</div> <div>Comfortable with uncertainty and change, is likely to work in a relatively unstructured way and will be open to new ideas and approaches. May well be creative in his style of thinking and working.</div>
 <div> <div>Empathy</div> <div>Dealing unemotionally and rationally with issues and being task focused. Is comfortable working without the support of others and may prefer to remain distant from those he/she is working with.</div> </div>	<div>110</div>	<div>Empathy</div> <div>With a strong preoccupation with his/her working style, is likely to be a highly supportive and accessible colleague, who may put the needs of others above the requirements of the task.</div>
 <div> <div>Conscientiousness</div> <div>Is concerned with achieving goals in the most expedient and effective manner available and will not feel overly constrained by the rules and conventions that apply to the organisation.</div> </div>	<div>110</div>	<div>Conscientiousness</div> <div>Reliable and consistent, is very concerned to meet his/her commitments and to do so in a way that is acceptable to those around him/her.</div>
 <div> <div>Stress Resilience (Emotional Control)</div> <div>May find the day-to-day pressures of life more difficult to manage than many and this may make him/her more aware of, and sensitive to, the way that stress affects others.</div> </div>	<div>110</div>	<div>Stress Resilience (Emotional Control)</div> <div>Is comfortable dealing with the day-to-day stresses of life and is better able than most to remain calm and in control of his/her emotions.</div>

Delegates will:

- Complete an on-line **Emotional Intelligence Profile** prior to attending the workshop and will receive a 15 page personal report.
- Analyse their **Self Awareness** and **Self-Management** Scores
- Develop a greater understanding of all **"self" behaviours** leading to increased professional skills.
- Develop a greater understanding of all **Intra and Inter Personal Relationships** and people "types".
- Create a personal development plan for all **8 E.I. behaviours** against their profile
- Practice **Emotionally Intelligent Leadership** Skills
- Develop **"Other Awareness"** – Understanding the impact that OUR style has on our Colleagues, Partners and our Clients Experience.
- Develop their **"Self-Management"** and **E.I. Behaviours**
- Explore how to make their personality, their Departments and their Organisation **"stand out from the Crowd"** by practising their E.I. behaviours daily
- Develop their **"Relationship Management"**
- Learn how to create group **synergy and motivation**
- Demonstrate how to display inspirational and motivational **"Winning Behaviours and Attitudes"** to our Colleagues and fellow Staff members



When Business Intelligence meets Emotional Intelligence

- Discover how to apply the **ABC of Behaviour Management** using E.I. techniques
- Explore the **powers of Influence** that E.I. can offer
- Learn how to select and apply **The 6 Leadership Styles of the Emotionally Intelligent Leader** – identifying our Style

Format:

This half day module will include 2 experiential activities to uncover awareness and insight into 'Self' and 'Others' Behaviours.



The cost of this 3.5 hour module is £475 + VAT for groups of up to 12 delegates. Two half day workshops on the same day would be £875 + VAT. This cost includes all preparation, materials, workbooks and trainers expenses but excludes E.I. Profile reports which are £40 + VAT per delegate for a 15 page advanced report.

Who is Mobile Team Challenge?

Mobile Team Challenge is the creator and manufacturer of a totally unique, portable and patented accelerated and experiential learning solution. We either deliver learning and development workshops in-house utilising our own MTC kit...or we Train you Trainers to use your own MTC kit by further empowering the relevant members of your internal Training, Development and HR teams so that they can deliver more positive, effective and enjoyable interventions on a consistent and on-going basis.



Mobile Team Challenge (MTC) is emerging as a world leader in the provision and supply of transformational programmes and events, development products and resources that enable teams, organisations and communities to unleash the potential of their people.

Mobile Team Challenge equipment is designed to facilitate:

- Team Building Days – as used by RAF Red Arrows etc.
- Conflict Management Workshops, Negotiation and Influencing Workshops
- The 7 Habits of Highly Effective Teams – equipping leaders to build great teams
- Leadership Concepts, Lean/Six Sigma, Change Management
- Emotional Intelligence
- Myers Briggs Team Profiling Days
- Customer Service Excellence, Disney's Principles of Service Excellence
- And many more...

When Business Intelligence meets Emotional Intelligence

Already active in fourteen countries, on five continents

MTC has attracted clients like **NASA, FedEx, Vodafone, Honda, Cumbria and S. Warwickshire NHS, Sun Microsystems, Siemens, Jaguar, Land Rover, the Royal Air Force, Royal Navy, Army, Surrey Police, Surrey Satellites Ltd, B&Q, Durham University, Birmingham University, Southport College, Thames Valley University, TUC, Ashridge Management College, Mars / Masterfoods, NCP, Ordnance Survey, Chelsea Building Society, over 200 Local Authorities and over 100 Schools and over 50 HM Prisons, Rehabilitation Centres and Youth and Community organisations.**

MTC is currently delivering on-going Teambuilding and Leadership Programmes to 55 RAF bases in the UK, including the Senior Officers' Training Centre at RAF Cranwell, The Army, the Royal Navy Leadership College in Portsmouth who are using MTC equipment to challenge individuals and teams to unleash their full potential in leadership and motivational skills. MTC experiential learning has been incorporated into ILM level 3, 5 and 7 leadership courses.

World Famous Team Building Events

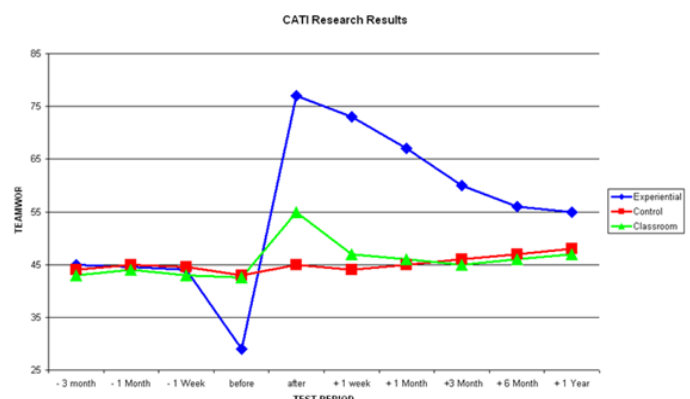


MTC offer a range of unique, highly enjoyable and effective, activity based learning, development and education products and services including **World Famous Personal, Team, Organisational and Management Development Programmes.**

World Famous Facilitator and Train the Trainer programmes Offering either "Train the Trainer" workshops to enable our clients to deliver their own inspirational training using MTC equipment or exciting and life-changing workshops facilitated by MTC experts in Change Management, Leadership, Conflict, Customer Service, Strategic Planning, Appreciative Inquiry, Stress Management, Team Building, NLP, Communication skills, Management Training modules (covering all levels of management), Emotional Intelligence, Innovation, Performance Management, Coaching and Mentoring, The 7 Habits of Highly Effective People, Myers Briggs Type Indicator Profiling and many more topics.

Why Experiential Learning?

The graph below shows the impact and major benefits of experiential learning concepts regarding delegate retention compared to conventional classroom methods. **SOURCE: Scientific Research All research was performed by Dr. Simon Priest PhD25 Year Experiential Education Expert. Publisher of over 12 books on the subject and on the Board of Advisors for PLAYTIME Inc.**



When Business Intelligence meets Emotional Intelligence



Principal Consultant



If Mobile Team Challenge were successful in this opportunity – our Principal Consultant would be **Barry Bailey** (Fellow of ILM and Fellow of Institute of Sales and Marketing Management).

Barry Bailey is a well-qualified and significantly experienced Senior Manager with 23 years of service at Executive level within a \$35Bn global Corporation. He won Business Diplomas from Ashridge and the London Business School, a Diploma in Management with the Open University (MBA Course), a Fellowship with the Institute of Sales and Marketing Management (ISMM) and a Fellowship with the Institute of Leadership and Management. This led him into a Divisional Vice President Position within 3M where he worked from 1982 – 2004 and held numerous positions – the last 11 years at 3M as Divisional Vice President in both, the Document Imaging Business and the Electronics and Telecoms Division in the UK Region with an additional responsibility for mainland Europe.

During his 23 years with 3M, Barry had multi-cultural European repartees and built and was totally responsible for the Electronics and Telecom business worth in excess of half a billion dollars in annual sales. As a trained LEAN/ Six Sigma Practitioner, (Green Belt, Black Belt/Champion) he introduced and deployed Six Sigma across ALL of the business disciplines from 1999 to 2004. From manufacturing, through all commercial functions – finance, sales, marketing, CRM - to joint Black Belt projects with customers.

His enthusiasm ensured that Six Sigma became a “way of life” and a DNA change that transformed the global 3M business through innovative „Change Management” processes.

He was responsible for 4 Black Belts and over 50 Green belts as he accelerated the Six Sigma roll out across all of my European Division by simultaneously managing almost 100 Green or Black Belt projects – Championing over 50% of the projects personally.

With a strong marketing pedigree, Barry won the prestigious 3M Global Sales and Marketing Award on two separate occasions – a programme assessed by the CEO of 3M to identify the most innovative and creative Marketing Programme – despite outstanding competition from over 2,000 Marketers.

A strong strategic thinker he has worked extensively in Business Change Management and Strategic Planning and builds energised and motivated Teams with shared visions utilising his extensive „people” and life-coaching skills.

Barry combines his significant leadership expertise with his “3M innovative concepts” to develop leadership and to create highly effective, performance teams which changes lives of Individuals, Teams and Organisations and is a regular as a key note speaker on the topic of **“Creating a Culture of Innovation”** speaking at conferences for Warner Brothers, ITV and several regional NHS Conferences as well as the inspiring topic of **“What IF Disney Ran your Hospital?”** – And is currently engaged with 26 NHS Foundation Trusts where he is imparting his significant knowledge of Leadership, Innovation and the Patient Experience Journey in the quest to achieve Customer / Patient Service Excellence.

When Business Intelligence meets Emotional Intelligence



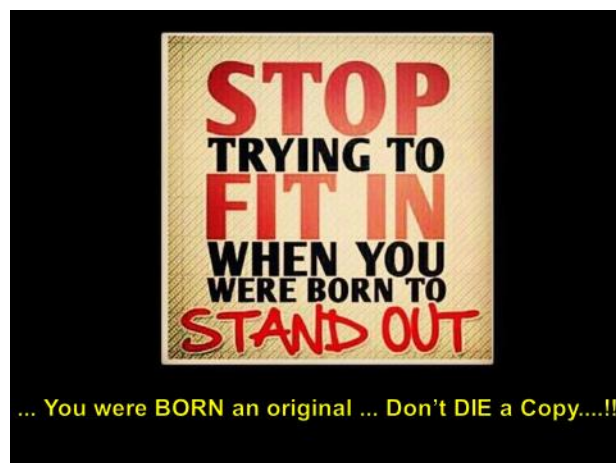
Behavioural and Attitudinal Change is the key message whether it be in the 150 Schools, Colleges and Universities, the 50 HMP, YOI and G4S establishments, the 200 Local Authorities or 250+ Corporate organisations with whom Barry has worked in the last 10 years.

He delivers leadership training, emotional intelligence development and consultancy to all of the 52 RAF bases in the UK as well as at the RAF Leadership College at Cranwell.

"Unleashing the Potential of Your People" – is a popular strap line... and is also Barry's mission in life!

QUALIFICATIONS:

- Fellow of the Institute of Sales & Marketing Management (ISMM)
- Fellow of the Institute of Leadership & Management (ILM)
- Professional Diploma in Management (Open University MBA)
- Diploma in Business Studies: London Business School / Ashridge
- Emotional Intelligence Master Practitioner (British Psychological Society)
- Marketing Diploma – CIM
- Winner of Global Marketing Awards on 2 occasions
- PTTLS – Level 4
- Lean / Six Sigma Master Black Belt / Champion Practitioner
- Appreciative Inquiry Master Practitioner
- Business Link Accredited Trainer / Consultant / Business Coach
- Diploma in Life and Business Coaching – Newcastle University
- Master Practitioner Myers Briggs MBTI (I & II and Team)
- Thomas & Kilmann Conflict Styles Master Practitioner
- NLP Master Practitioner



When Business Intelligence meets Emotional Intelligence



Mobile Team Challenge Ltd
Unleash the Potential of Your People
Transformational Change for Individuals, Teams, Organisations and Communities
www.mtceurope.co.uk

Testimonials

Mobile Team Challenge's unique approach to Accelerated Learning and Development, through utilisation of MTC techniques, produces outstanding results, highly energised and motivated attendees; some of whose comments have been:

"An excellent course – very professional and well presented. Thank you Barry".

Chris Belcher, Head of Learning and Development, S.Warwickshire NHS

"Thank you for the inspiring 2 day's training you did for us recently, we have noticed a difference already!"

Jackie Skeel – Assistant Director for Organisational Development NHS Trust S. Region.

"Received great feedback again – you are REALLY making an impact and it is fab"

Jan Furniss Team Leader: Professional Education & Corporate Learning, Education and Learning Team, Birmingham Children's Hospital

"Each and every participant spontaneously felt that they ought to come individually and tell me how fantastic your course was! They felt really motivated, learnt a lot and really enjoyed the day". Professor Anthony Sinclair, Chief Pharmacist and Head of Medicines, Birmingham Children's Hospital NHS

"I AM SO MOTIVATED!! ... I hope my colleagues are too! ☺"

e-Learning Supervisor, Birmingham Children's Hospital

"Best Training EVER!!!" Senior Pharmacist, Birmingham Children's Hospital

"I'd give this course and 11 out of 10! ... Best I've attended"

Team Supervisor Birmingham Children's Hospital

"Our experience with over 150 participants to date has demonstrated that the Emotional Intelligence profiling process has increased their self awareness and motivates them in their roles". Professor Abdol Tavabie Dean of Post Graduate General Practice Education for Kent, Surrey & Sussex Deanery

"The potential of the Emotional Intelligence EQ System in this PCT will be immense and I am looking forward to using it". Head of O.D. S. Staffs PCT

"Excellent course will recommend to others!!"

Superintendent NHS, Leicester University Hospitals

"An excellent day – thank you"

Superintendent Radiographer NHS Leicester University Hospitals

'A Life Changing Experience...' (BUPA)

"..the day was "inspirational" and "brilliant...." – Chief Executive. W.Sussex NHS Hospitals Foundation Trust – following a keynote speech at the W.Sussex NHS Conference at Fontwell Park Race Course

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" A VERY motivational and inspirational day..." - Divisional Director of Operations for Clinical Support Services at Chelsea and Westminster NHS

Fantastic – very motivational..."

Lead for Patient and Staff Experience. Chelsea and Westminster NHS

"Absolutely amazing experience/training..." – Service Improvement Lead, Chelsea and Westminster NHS

"Good insights and made relevant to the NHS – inspiring and excellent as ever" – Debbie Fryer, Director of HR & Organisational Development, Aintree University Hospital NHS Foundation Trust and Chair of the Foundation Trust HR Directors Network following a key note speech at the FTN Conference at Church House, Westminster

"Challenging, inspirational and motivational – excellent feedback from all delegates for your presentation..." Deputy Director of Human Resources, NHS / HPMA Luton & Dunstable NHS Hospitals Foundation Trust – following a keynote speech at the E, Midlands HPMA / NHS Conference at Newmarket Race Course

The Emotional Behaviours in the Workplace Emotional Intelligence Profiling Tool as used by Mobile Team Challenge has been used in a variety of SHA's, NHS Trusts and medical practices including: British Medical Association, Carers Foundation Trust, Chesterfield NHS Trust, Central Lancashire PCT, East Midlands Deanery, South Staffs PCT, York Hospitals NHS Foundation Trust, Greater Glasgow and Clyde PCT, London Strategic Health Authority, University College London Hospital, School of Health and Social Care etc

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