

Mobile Team Challenge Ltd

Unleash the Potential of Your People

www.mtceurope.co.uk



This is a sample of a modular leadership programme designed for one of our Housing Association clients who required 'half-day sessions'. All of our leadership programmes are bespoke.

This proposal is structured as follows:

Introduction to Mobile Challenge Previous Experience / Testimonials Emotionally Intelligent Leadership and Teams – Our Pedigree	Page 2
Workshop Style and Format Brief Overview of the Proposed Sessions Experiential Learning Concepts Materials to Support Learning	Page 6
Learning Outcomes	Page 9
Tender Specification – Proposal with Lesson Plans “When Business Intelligence meets Emotional Intelligence” Outline of all Sessions	Page 10
Facilitator Details	Page 17
Programme Evaluation and Feedback Tools	Page 18
Pricing Schedule	Page 20

If you have any further requirements, please do not hesitate to contact us.

Yours sincerely

BjBailey

Barry Bailey
CEO

Mobile Team Challenge

Office: 0844 745 2120

Mobile: 07836 762955

Email: barrybailey@mtceurope.co.uk

www.mtceurope.co.uk



About Us

Introduction to Mobile Challenge

Mobile Team Challenge Ltd (MTC) is one of the country's leading authorities on experiential and accelerated learning methods. Having been commissioned by over 100 Local Authorities and Public-Sector Organisations to deliver Customer Service Excellence Experience, Emotionally Intelligent Leadership, High Performance Team Working, Lean Methodology and Building Stress Resilience, MTC are uniquely positioned to deliver CPD Accredited Workshops utilising Global Award Winning experiential kits, concepts and the latest Customer Service techniques and Staff Engagement methods.

MTC is the ONLY training provider in the UK to be accredited by the Institute of Leadership and Management to deliver ILM Level Leadership using ONLY experiential activities.

All of our programmes are either British Psychological Society or CPD accredited and certificated courses.

Since the formation of Mobile Team Challenge (MTC) in 2002, MTC has been commissioned to deliver '**Transformational Cultural Change**' ('**Leading through, and beyond, change**'), '**Emotionally Intelligent Leadership**', '**Creating a Culture where Innovation Thrives**', '**Applying the Disney Principles of Customer Service Excellence**', '**Creating High Performance Teams**', '**Lean Thinking & Six Sigma Principles**', '**Building Well-Being in the Workplace – PERMA and Stress Resilience**' etc by the following organisations:

- 100+ Local Authorities and Central Government Establishments
- 31 NHS Foundation Trusts (over 3,500 NHS Personnel trained in Leadership, Service Excellence and Lean Thinking within the NHS)
- 100+ Colleges and Universities
- 10+ Housing Associations (ALMO's and Private)
- 150+ Corporate Organisations
- 50 HMP and Young Offender Detention Centres
- 50+ RAF Stations (MTC is the preferred supplier of Emotional Intelligence Leadership to the MOD and all Military establishments – having trained over 4,000 Military personnel in Leadership since 2004)





Experience

Our lead facilitator for this proposed programme is a Fellow of the Institute of Leadership and Management with a 24-year experience in Leadership and Management in 3M (Post-It Notes, Scotchgard, Face Masks, Electronics / Telecommunications Pioneer, Industrial Products etc) – a \$35bn organisation where he held the position of European Divisional Vice President of 3M, responsible for over 600 Staff across 15 Countries having built the business from \$15m to a \$500m+ business over a 7 year period.

Since his involvement with Mobile Team Challenge, he has been commissioned by the following organisations:

- **The Welsh Office, Cardiff** – CPD Accredited Emotional Intelligent Leadership – BAME
- **The TUC** – ILM Levels 3,5 and 7 in Leadership and Management, and working with Brendan Barber in the development of his Senior and Executive Teams
- **Unite the Union and Unison Trade Unions** - CPD Accredited Emotional Intelligent Leadership
- **31 NHS Foundation Trusts** – 3,500 staff trained in The Role of Emotionally Intelligent Leadership and key-note speaker at 6 NHS National Conferences on Leadership, Customer Service Excellence and Leading through, and beyond, change.
- **52 RAF Bases** – 4,000+ Military personnel trained in Leadership, Emotional Intelligence, Team Working, Well-Being, Mindfulness and Building Stress-Resilience, Conflict Resolution and key-note speaker at several RAF Leadership Symposiums
- **Estuary Housing Association** - CPD Accredited Emotional Intelligent Leadership and Senior Management Team Effectiveness
- **Jaguar, Land Rover** - CPD Accredited Emotional Intelligent Leadership
- **Homes for Haringey** - CPD Accredited Emotional Intelligent Leadership
- **Green Square Housing Association** - CPD Accredited Emotional Intelligent Leadership & Teamwork
- **Durham University & Reading University** CPD Accredited Emotional Intelligent Leadership & Teamwork
- **Wychavon District Council** who went on to win “The Best Council Award” – 14 workshops ~300+ Staff in Customer Service Excellence
- **South Derbyshire District Council** – Over a 3 -year contract, ~300+ Staff (prior to out-sourcing to Northgate) covering Cultural Change, Emotionally Intelligent Leadership, Building High Performance Teams and “Doing it like Disney!” Customer Service Excellence to ALL ‘Customer-Facing’ employees
- **Buckingham County Council** – “Doing it Like Disney!” – Applying Emotional Intelligence to Customer Service – Winning Behaviours and Attitudes for ~50 Staff over 4 sessions
- **Slough Borough Council (on-going since 2017)** – “Doing it like Disney!” Customer Service Training, leading through, and beyond, Change, When Business Intelligence meets Emotional Intelligence for ~60 Staff in the Planning and Building Department
- **Winchester City Council (on-going since 2016)** - “Doing it like Disney!” CPD Accredited Customer Service, Emotionally Intelligent Leadership and Teams, Working under Pressure (Well-being and ‘beyond’ Mindfulness) - ~200+ Staff trained to date.
- **Wolverhampton Homes** – Creating a Culture where Emotionally Intelligent Leadership and Innovation Thrive’





Testimonial examples

'Brilliant Trainer who was able to keep my attention all day through an interesting presentation and fun and informative experiential activities' (Hannah Weston – Senior Planner, Slough Borough Council)

'Hi Barry, Here are the feedback sheets which have been submitted so far. Overall, the feedback is excellent!!' (Stuart Hogg, Business Improvement Manager, Slough Borough Council)

'MTC has proved to be exceptional and versatile for improving leadership, communication, teambuilding, mutual support, self-belief, problem solving and creative thinking within. Its potential within the workplace is vast whilst also being great fun' (Tony Woodcock, Honda UK)

'A brilliant day – GREAT Team building and Awareness of Leadership' (Ian, Brookes, CEO Lorien)

'...A new dimension to our leadership and development programmes...' (Chrys Murphy MBE, Wing Commander, RAF)

"MTC is about building on success, to bring about even more success" (Brett Nicholls MBE, RAF School of Training)

'Hi Barry, Thanks again for delivering the session today – it's good to see it so well received. This has generated a lot of interest, not least from the new Chief Exec!' (Elaine Bonner, Learning & Development Officer, Winchester County Council)

"Thank you SO much for your great energy and ability to motivate" – (Specialist Practitioner – West London NHS Trust)

"The facilitator (Barry) was VERY skilful, knowledgeable and superlatively experienced – He was able to contain and help the audience thoughtfully and sensitively ensuring respect and positive and acknowledgement" (Specialist Practitioner West London NHS Trust)

"Absolutely FANTASTIC Course! – Engaging, Informative, Interesting, Enlightening" (Team Leader – Unison - The Public Service Union)

"This course has been ...quite literally... LIFE CHANGING!" (Team Leader Unison)

'A very professional event which will have a profound effect on my life' (Team Leader - Wokingham Borough Council)

"An excellent event – made me really think what being a manager was about!" (S. Derbyshire District Council)

'We had a hugely inspirational day with Mobile Team Challenge. Their use of Appreciative Enquiry to facilitate Experiential Learning was so powerful that we placed an order for four equipment packages and associated training.' (Sue Cook of Wolverhampton City Council)

"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.)



Dear Barry, I probably ought to be lodging a protest! Since the training course, I have had a steady stream of staff at my door. 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. I can see that you may become a regular feature of the training of the pharmacy department! Thank you (Professor Anthony Sinclair, Chief Pharmacist and Head of Medicines, Birmingham Children's Hospital NHS)

"An enjoyable and positive day" (Team Leader Bucks CC)

"We had an amazing day! – this has changed the thinking of our Management Team – VERY professional and thought provoking" (Debbie Fryer Director of HR & OD, Aintree University NHS Foundation Trust Hospital, Liverpool)

"Just FANTASTIC!!" (Helen Tautz – Director of Operations ITV for "I'm a Celebrity – get me out of here!" and Ant & Dec's Saturday Night Take Away)

"..the day was "inspirational" and "brilliant..." (Chief Executive. W. Sussex NHS Hospitals Foundation Trust – following a keynote speech at the W. Sussex NHS Conference)

"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)

"We had an amazing day! – this has changed the thinking of our Management Team – VERY professional and thought provoking" (Debbie Fryer Director of HR & OD, Aintree University NHS Foundation Trust Hospital, Liverpool)



Workshop Style and Format Proposal

Format of Workshops:

Our proposal will be to deliver modular half day workshops for 10 delegates in each cohort and to run two 3.5-hour workshops on the same day – with the exceptions being the first and last sessions where 20 delegates will attend at the same time.

This will result in all 20 delegates receiving the same training on the same day and thus will increase the motivation and impetus across the organisation, ensuring that all models delivered will result in shared visions and ‘common vocabulary’ across the Group.

Session 1: “When Business Intelligence meets Emotional Intelligence”

This will be an afternoon, 3.5-hour session for all 20 delegates simultaneously where we will want to outline the expectations and outcomes of the programme. We will:

- ✓ Introduce the concept of Emotionally Intelligent Leadership and Teams (Daniel Goleman’s E.I. Model)
- ✓ Explore The 8 Emotional Intelligence Behaviours
- ✓ Introduce “When Business Intelligence meets Emotional Intelligence”
- ✓ Identify preferred Leadership Styles (delegates will complete a personal Leadership Style Questionnaire)
- ✓ Discover Situational Leadership (Blanchard & Hersey) Concepts and Team / Organisational Dynamics
- ✓ Cover an overview of the British Psychological Society’s on-line Emotional Intelligence profiling assessments which we will ask all delegates to complete prior to the next Session.
- ✓ Use this session to affirm the newly created Strategic Vision and Values Statement
- ✓ Ask the delegates for any additional Leadership, Management and Team Building Concepts they would like to see covered in the programme content

Session 2: BPS On-Line Emotional Intelligence Profiling



This will be an on-line, 30-45-minute, British Psychological Society Emotional Intelligence Assessment which each delegate will complete in their own time – ideally as soon after Session 1 as possible (i.e. within 1 week of session 1). This will provide the following:

- ✓ A personalised 27-page report which will increase the Self-Awareness of all delegates as to their inter and intra-personal skills. (A Sample report has been attached to our response for your information)
- ✓ An assessment of their 8 Emotional Intelligent Behaviour Skills with an individual score on a scale of 1-10 for all 8 behaviours
- ✓ An objective assessment of ‘Self’ and ‘Other’ Awareness
- ✓ A detailed understanding of the role of Emotional Intelligence in Leadership and Team Working
- ✓ An objective Training Needs Analysis for each individual based on the E.I. profile which will identify the developmental “gaps”. Any generic areas for the cohort development identified in the E.I. profile will be added to the content of the workshops so that we can cover those areas in plenary. Where there are individual developmental needs, we could also offer a 1-to-1 Mentoring interaction if required.
- ✓ A confidential Self-Assessment which will be used as an “As Is” benchmark as to the individual and groups’ current E.I. levels. (After the programme, we would propose that delegates complete another E.I. profile in order to measure the development of the individual or groups’ improvement as a consequence of the training)



(**Note** – this BPS E.I. profile could also be used to identify the preferred scores for each of the 8 E.I. behaviours and to create a preferred Competency Scale for each Job (Grade) within the Group. This profiling could be completed annually, and the delegate could be measured against the preferred competency and an objective assessment would be produced measuring the individual against the agreed competency as part of their annual PDR / Assessment)

Session 3: “The 7 Habits of Highly Effective Leaders” (Habits 1 & 2)

This will be 2 x 3.5-hour sessions for 10 delegates in each Session running: 9:30 -13:00 and 13:30 – 17:00.

Our proposal is to use the Award-Winning Book written by Dr Stephen **Covey** “*The 7 Habits of Highly Effective Managers*” as a platform for the next 3 sessions. (Our facilitator was personally mentored by Stephen Covey for 15 years and has many insights into Covey’s application of Emotional Intelligence)

The 7 Habits will be split over 4 x 3.5-hour sessions:

- ✓ will focus on **Habit 1: “Be Proactive”** and **Habit 2: “Begin with the end in mind”**

Session 4: “The 7 Habits of Highly Effective Leaders” (Habits 3 & 4)

This will be 2 x 3.5-hour sessions for 10 delegates in each Session running: 9:30 -13:00 and 13:30 – 17:00.

- ✓ will focus on **Habit 3: “Putting First things First”** and **Habit 4: “Think Win-Win”**

Session 5: “The 7 Habits of Highly Effective Leaders” (Habits 5 & 6)

This will be 2 x 3.5-hour sessions for 10 delegates in each Session running: 9:30 -13:00 and 13:30 – 17:00.

- ✓ will focus on **Habit 5: “Seek First to Understand – then be Understood”** & **Habit 6: “Synergise”**

Session 6: “The 7 Habits of Highly Effective Leaders” (Habit 7)

This will be 2 x 3.5-hour sessions for 10 delegates in each Session running: 9:30 -13:00 and 13:30 – 17:00.

- ✓ will focus on **Habit 7: “Sharpen the Saw”**

Session 7: BPS On-Line Emotional Intelligence Profiling



This will be an on-line, 30-45-minute, British Psychological Society Emotional Intelligence Assessment which each delegate would complete in their own time – and will measure the progress and development against the original profile which was completed at the start of the programme – thus providing an objective “before” and “after” objective measurement.

Session 8:

This will be an afternoon, 3.5-hour session for all 20 delegates simultaneously where we will summarise the outcomes and agree objectives moving forward

All workshops will be highly interactive with Break Out and Focus Groups, Videos, Group discussions and MTC’s award-winning experiential learning activities.



Why Experiential Learning Techniques?

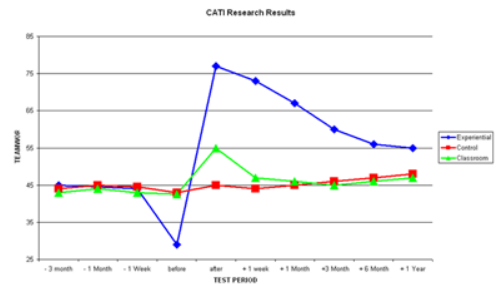
The long-term results of Experiential Learning have been researched by many academics – all of whom agree, that it is **the** most effective method of learning and it guarantees a long term, behavioural, positive change in the performance of the learner

Scientific Research

All research was performed by Dr. Simon Priest PhD 25 Year Experiential Education Expert. Publisher of over 12 books on the subject and on the Board of Advisors for PLAYTIME Inc

This chart shows that Classroom training provides a small increase in teamwork that evaporates within a week.

The outcome for any workshop will be to provide participants with the confidence, ability and desire to implement their new skills, thinking and or strategies as soon as they return to the workplace. In this way, 'change' will become behavioural and lasting, and learning will be transferred from the classroom to the work environment. Experiential Learning respects all levels of delegates and appeals to all learning styles of the attendees. By creating a safe environment of "fun", delegates can practice their newly found skills in a non-threatening way.



Materials to Support Learning

Each delegate will:

- Receive a workbook on Emotionally Intelligent Leadership
- Receive a Banner Pen which includes a pull-out banner of several of the graphics used in the workshops – thus giving them an excellent aide-memoir of the content of the workshops
- Receive a CPD Certificate in Emotionally Intelligent Leadership (worth 12 CPD learning hours)
- Receive 2 x 27-page personalised Emotional Intelligent Profile Reports (a 'before' and an 'after')
- Participate in Experiential Learning activities. (All activities are 'Challenge by Choice' – building "One Team, One Organisation, One Purpose")





Tender Specification – Programme Learning Outcomes

“When Business Intelligence meets Emotional Intelligence”



Delegates will: -

- Consider the impact of **Managing** and / or **Leading Teams**
- Complete a **Personal Leadership Style Profiling** in order to identify their “natural” style and to identify how to apply the correct style of leadership to any given situation. (**Situational Leadership**)
- Identify and develop an understanding of **Personal Leadership Styles – Profiling**
- Learn and develop **Professional Communication Skills**: NLP, Transactional analysis, Empathic Listening etc
- How to handle **Difficult Situations** and how to **defuse Conflict**
- **The 4 Theories of Motivation** ...and ... **how to choose the correct one!**
- Increase their **Self Awareness** and **Confidence** in their **Leadership Style**
- Gain a deep insight into **personality types** and the dynamic impact that diverse personalities have within a Team.
- Complete a **British Psychological Society** on-line **Emotional Intelligent profile** to develop **“Self” and “Other” Awareness** and to identify any **Development gaps** for the individual and **organisation**
- Develop their personal Emotional Intelligence on their journey towards **Emotionally Intelligent Leaders – applying Daniel Goleman’s principles of E.I.**
- Discover and develop the **8 Emotional Intelligence Behaviours and Attitudes**
- Learn how to achieve **“Buy-In”** and how to **create “Shared Visions”** in their Team
- How to **Model the Company Vision and Values** within your Team
- Applying the **“Art of Delegation”**
- Learn **“The 7 Steps of the Change Cycle”** – understanding and planning Change in the Workplace – **How to Lead through, and beyond, Change** – creating cultural change
- Explore; **“Leadership, Followership and Conflictor!”**
- Consider **the 3 roles of an Inspirational Leader**: Assessing the achievement against KPI’s, **Coaching and Mentoring** the under-performers AND the high-performers to maximise their contributions and becoming the Conscience of the Team so that Team develops total commitment to the key Tasks.
- How to create **Winning Behaviours and Attitudes** in our Teams
- Learn the principles and power of **Positive Psychology**
- Discover **“The 7 Habits of Highly Effective Leaders”**
- Consider the importance of **personal well-being - ‘beyond’ Mindfulness**
- How to control **your biorhythms** and **build stress resilience**
- Learn the importance of developing a **flexible leadership style** and know when to use each style.
- Learn and Consider 3 Leadership models: **John Adairs’ Active Leadership, Blanchard’s Situational Leadership** and **Tuckman’s Leadership Model.**
- Learn how to create **highly effective and functional teams (Lencioni)**
- Learn the 4 progressive stages of **Team dynamics** and development
- Discover **how to Build High Performance, Emotionally Intelligent, Teams**
- How to turn Conflict into Collaboration – **Managing Conflict in Teams**
- Explore **“The 5 Dys-Functions of a Team” – Creating a Functional Team**
- Learn how to **create buy-in of shared visions** thus creating a motivated Team.
- **Learn how to assess their own teams** for functionality (Lencioni’s 5 Dysfunctions of a Team) – and will practice 5 skills to develop functional and high-performance teams.
- Learn to use the same **Leadership and Team Working Principles** which we have previously delivered to the **Red Arrows**
- Participate in **Experiential Activities** in **Team Building**



Proposal with Lesson Plans

Session 1: “When Business Intelligence meets Emotional Intelligence”

This Workshop will involve all 20 delegates and will run from 13:30 – 17:00

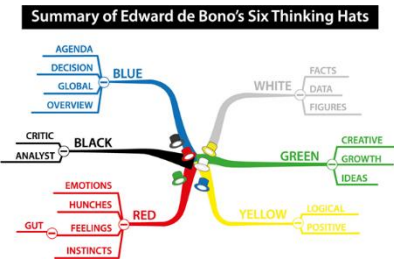
13:30 Introductions and Programme Objectives and Overview


- Leadership versus Management – The Peter Drucker definition of both
- **Experiential Activity: Speedball**
- There’s Leadership, Followership...and then there’s **Conflictor!!**
- The 4 Dynamics of a Team ...where are we now? (Tuckman) - **Activity**
- Identifying your dominant Leadership Style: Blanchard-Hersey’s Situational Leadership Questionnaire - **Activity**
- Discover Situational Leadership (Blanchard & Hersey) Concepts and Team / Organisational Dynamics
- Understanding Personality Types: **Michael McIntyre Video**
- Identifying People Types: (Edward DeBono) - **Activity**
- **Experiential Learning Activity: Teeter Totter Bridge**

15:00 – 15:20 Break

- Introduce the concept of Emotionally Intelligent Leadership and Teams
- “What IS Emotional Intelligence? (Daniel Goleman’s E.I. Model) – **Video**
- Introduce “When Business Intelligence meets Emotional Intelligence”
- Honing our Inter and Intra Personal E.I. Skills: Self-Awareness, Self-Leadership, Social Awareness and Relationship Management
- Explore The 8 Emotional Intelligence Behaviours – **Self-Assessment Activity**
- Applying Emotionally Intelligent Leadership: **Video**
- Cover an overview of the British Psychological Society’s on-line Emotional Intelligence profiling assessments which we will ask all delegates to complete prior to the next Session.
- Use this session to affirm the newly created Strategic Vision and Values Statement - **Activity**
- Ask the delegates for any additional Leadership, Management and Team Building Concepts they would like to see covered in the programme content


17:00 Summary of “Take-Aways” and Close

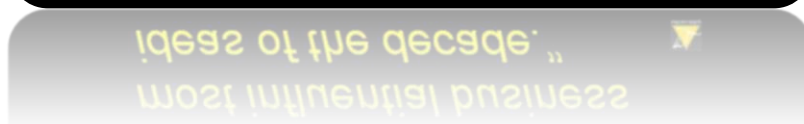




The Harvard Business Review

has hailed emotional intelligence as *“a groundbreaking, paradigm-shattering idea, one of the most influential business ideas of the decade.”*







Session 2: BPS On-Line Emotional Intelligence Profiling

This will be an on-line, 30-45-minute, British Psychological Society Emotional Intelligence Assessment which each delegate will complete in their own time – ideally as soon after Session 1 as possible (i.e. within 1 week of session 1)



This activity will create a personalised 27-page Emotional Intelligence Profile Report for all delegates, and it will measure the individuals strengths in the 8 E.I. Behaviours as outlined below. All of these behaviours are critical for effective leadership and relationship skills and the individual and summary of the groups' profiles will give us a clear and objective outline of the key areas for Behavioural improvement and areas for development of the delegates and team.

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

When BUSINESS 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.

Session 3: “When Business Intelligence meets Emotional Intelligence”

“The 7 Habits of Highly Effective Leaders” (Habits 1 & 2)

This will be 2 x 3.5-hour sessions for 10 delegates in each
Session running: 9:30 -13:00 and 13:30 – 17:00

Habit One – “Be Proactive!”

- Building Emotionally Intelligent Teams
- The 5 Dysfunctions of a Team – How to create High Performance Teams (Patrick Lencioni)
- Understanding Team Dynamics
- The 4 Theories of Motivation
- Assessing the functionality of our Team - **Activity**
- There’s Leadership, Followership... and then... there’s... **CONFLICT!!**
- From Conflict to Collaboration
- Creating Winning Behaviours and Attitudes: Thrivers, Survivors or Nose-Divers?
- Creating the Emotional Intelligent Mood for your Team and Organisation
- Applying Positive Psychology – are you Above or Below the Line? - **Video**
- Teamwork lessons from the Geese: **Video**
- **Experiential Activity: Trust Me / Spiders Web**

Habit Two – “Begin with the end in mind”

- How to Create “buy-in” so that our teams all pull together
- Appreciative Inquiry – How to create a Shared Vision with 100% “buy in” from your Team
- Increasing the level of Accountability in our Team
- Collaborative Working across Teams and Organisations
- Leading through, and beyond, Change
- The 7 Stages of Change
- **Experiential Activity: Shared Visions and Buy-In**



PLUS 2 e-learning modules post Session 3



Following Session 3, each delegate will be emailed with 2 x 3-minute video clips to remind, embed and apply the learning to their workplace of Habit 1 (Be Proactive) and Habit 2 (Begin with the end in mind). A sample of the clip on Habit 2 can be found here:

<https://mtceurope.co.uk/wp-content/uploads/Habit-2.mp4>

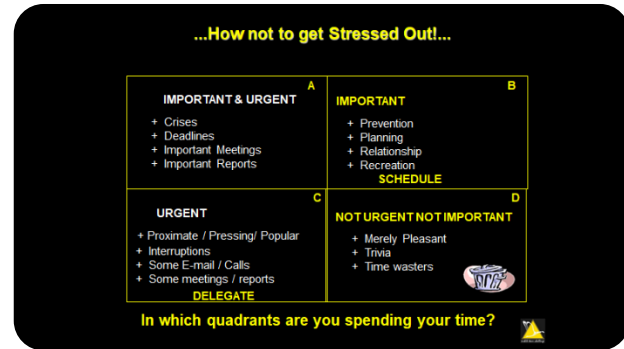
Session 4: “When Business Intelligence meets Emotional Intelligence”

“The 7 Habits of Highly Effective Leaders” (Habits 3 & 4)

This will be 2 x 3.5-hour sessions for 10 delegates in each Session running: 9:30 -13:00 and 13:30 – 17:00.

Habit Three – “Put First things First”

- Creating optimised efficiency through prioritisation
- Planning and Organising: The Urgency Addiction
- Optimisation and Prioritisation of Activities
- Creating time to Increase your “Circle of Influence”
- Creating time for Motivating and Inspiring your Team
- The “important and urgent” analysis of what we do with our Time – **Activity**
- Eliminating the “Time-Stealers”
- How can we do MORE in the same amount of time?
- Where do most successful leaders spend their time?



Habit Four – “Think Win-Win”

- Overcoming the Fear of Conflict on our Team
- The ABC of Managing Behaviours
- **Experiential Activity: Navigating the Impasse**
- Embracing Conflict in the Team – Thomas & Kilmann Conflict Styles - **Activity**
- Conflict Resolution and Management within Teams
- Consider the Culture of the Individual or Customer we are talking to
- **Experiential Activity: Levitation Challenge**



PLUS 2 e-learning modules post Session 4



Following Session 4, each delegate will be emailed with 2 x 3-minute video clips to remind, embed and apply the learning to their workplace of Habit 3 (Put First Things First) and Habit 4 (Think “Win-Win”).

Session 5: “When Business Intelligence meets Emotional Intelligence”

“The 7 Habits of Highly Effective Leaders” (Habits 5 & 6)

This will be 2 x 3.5-hour sessions for 10 delegates in each Session running: 9:30 -13:00 and 13:30 – 17:00.

Habit Five – “Seek First to Understand – then be Understood”

- Professional Communications – NLP, Transactional Analysis, Empathic Listening
- Recognising different Personality Styles – Client and Staff Engagement
- Leadership Models: The Emotionally Intelligent Leader
- Reviewing our Personal BPS E.I. Profile completed in Session 2
- ‘Listening out’ for the 90% non-verbal communication
- Understanding and reading Body Language
- Reviewing our E.I. Profile Report
- Identifying our own E.I. Leadership Style
- **Experiential Activity: Empathic Listening Activity**

“Seek First to Understand ...then to be understood”

Empathic Listening

- Most people listen with the intent to reply.
- When another person speaks, we are usually ‘listening’ at one of four levels

Empathic listening

Attentive listening

Selective listening

Pretending

Ignoring

“Very few of us ever practice the highest form of listening -- empathic listening...”
Dr Stephen Covey

Communication is 10% Words: 30% Sounds: 60% Body Language

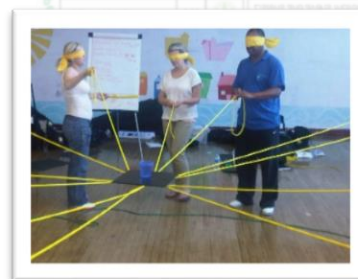
Habit Six – “Synergise”

- Creating a Culture where Innovation and Empowerment Thrive
- Applying the 3 Attitudes of Innovation
- The Roles People Play in Team – Belbin – **Activity**
- Motivating and Energising Techniques Coaching and Mentoring – The GROW Coaching Model
- Delivering meaningful Appraisals / PDR’s with SMART Goals – Management by Objectives
- **Experiential Activity: Operation Transfer**

THE 9 BELBIN TEAM ROLES

			Team Role Contribution	Allowable Weakness
Thinking	Plant	PL	Creative, imaginative, free-thinking. Generates ideas & solves hard problems.	Ignores incidents. Too pre-occupied to fully communicate.
	Monitor Evaluator	ME	Sober, strategic and discerning. Sees all options and judges accurately.	Lacks drive and ability to inspire others. Can be overly critical.
	Specialist	SP	Single-minded, self-starting, dedicated. Provides rare knowledge and skills.	Contributes only on a narrow front. Dwells on technicalities.
Action	Shaper	SH	Challenging, dynamic, thrives on pressure. Has drive to overcome obstacles.	Prone to provocation. Offends people’s feelings.
	Implementer	IMP	Practical, reliable, efficient. Turns ideas into actions and organizes tasks.	Somewhat inflexible. Slow to respond to new possibilities.
	Completer Finisher	CF	Painstaking, conscientious, anxious. Finds errors. Polishes and perfects.	Inclined to worry unduly. Reluctant to delegate.
People	Coordinator	CO	Mature, confident, identifies talent. Clarifies goals. Delegates effectively.	Can be seen as manipulative. Offloads own share of the work.
	Team Worker	TW	Co-operative, perceptive and diplomatic. Listens and averts friction.	Indecisive in crunch situations. Avoids confrontation.
	Resource Investigator	RI	Outgoing, enthusiastic, communicative. Explores opportunities, develops contacts	Over-optimistic. Loses interest once initial enthusiasm expires.

© Copyright 2011 3Circle Partners LLC 10



PLUS 2 e-learning modules post Session 5



Following Session 5, each delegate will be emailed with 2 x 3-minute video clips to remind, embed and apply the learning to their workplace of Habit 5 (Seek First to Understand – then be Understood) and Habit 6 (Synergise).



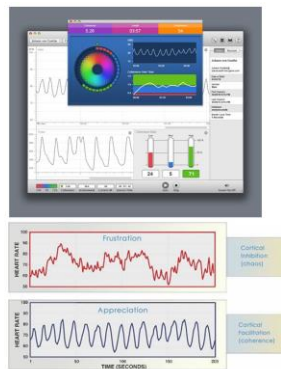
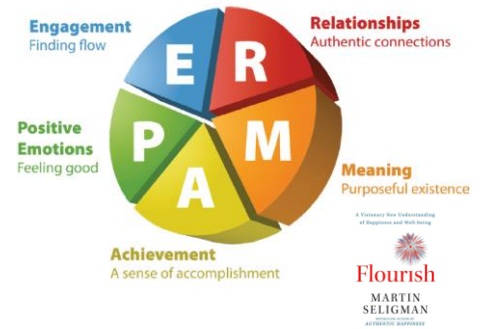
Session 6: “When Business Intelligence meets Emotional Intelligence”

“The 7 Habits of Highly Effective Leaders” (Habit 7)

This will be 2 x 3.5-hour sessions for 10 delegates in each Session running: 9:30 -13:00 and 13:30 – 17:00.

Habit Seven– “Sharpen the Saw”

- Maintaining Peak Performance
- Performance under Pressure
- Recognising and applying the “Stress Busters”
- Applying Emotional Intelligence as a Mindfulness Tool to build Stress Resilience
- PERMA - The 5 Strategies for achieving Well-Being: Positive Emotion, Engagement, Relationships, Meaning and Achievement - from “Flourish” by Martin Seligman
- Overcoming Frustration and Conflict emotionally
- Getting into your own Peak Performance Zone” – by managing your bio-rhythms
- Applying the 7 Habits to Create Personal Development
- Tuning our biometrics for optimum effect – building confidence, developing assertiveness, peak performance – A personal HeartMath Monitor
- Heart or Head Decision Making?
- Applying PERMA for peak-performance, well-being, building stress resilience and mindfulness
- Beyond Mindfulness – controlling our Biorhythms by applying Neuro-Science Techniques
- **Experiential Activity: Personal Bio-Rhythm Profiling with HeartMath Software as used by the Ryder Cup team**



emWave
Powered by **HeartMath**

emwave
personal stress reliever®



PLUS 1 e-learning module post Session 6



Following Session 7, each delegate will be emailed a 3-minute video clip to remind, embed and apply the learning to their workplace of Habit 7 (Sharpen the Saw).



Session 7: BPS On-Line Emotional Intelligence Profiling - Repeat

This will be an on-line, 30-45-minute, British Psychological Society Emotional Intelligence Assessment which each delegate would complete in their own time – and will measure the progress and development against the original profile which was completed at the start of the programme – thus providing an objective “before” and “after” objective measurement. The completed E.I. profile will be emailed to the delegate in PDF format.

Session 8: “When Business Intelligence meets Emotional Intelligence”

This will be an afternoon, 3.5-hour session for all 20 delegates simultaneously where we will summarise the outcomes and agree objectives moving forward.

Our facilitator will make himself available in the morning of Session 8 to have 1-to-1 discussions if any of the delegates wish to discuss any aspects of the programme or if any have any questions about their personal E.I. Profiles or have any Leadership / Team Challenges etc. These sessions would normally be 30 minutes, however, obviously we will only be able to see 5 delegates prior to the start of Session 8. If there are more than 4 or 5, we can arrange a follow up session to carry out as many 1-to-1's as is required at an additional cost to be agreed.

13:30 Re-cap: Programme Objectives and Review

During the previous Sessions, the delegates will have learned how to complete several assessment activities and we will use Session 8 for the delegates to feedback to the rest of the Group their results.

- Delegates will learn how to carry out a “Functionality Questionnaire on their Teams” in Session 3 - Using The 5 Dysfunctions of a Team Questionnaire with my Team – delegates to feedback the results of the Functionality of their respective Teams and to discuss and identify specific development activities for their Teams.
- Delegates will learn how to use the GROW Coaching Model in Session 5 – Delegates to feedback the results of their first coaching session utilising GROW, Empathic Listening Skills and Emotional Intelligent Behaviours of: Motivation / Drive, Influence, Empathy, Conscientiousness, NLP and Empathic Listening Skills.
- Volunteers to comment on the changes in their E.I. BPS Profile (the ‘before’ compared to the ‘after’) - Peer Interactions
- In depth review of the E.I. Profiles (in plenary)
- ‘Round the Table’ Summary of Key Learnings from the Programme
- Key Objectives and KPI's Moving Forward – Individual and Group Development SMART Goals
- Presentation of CPD Certificate in Emotional Intelligent Leadership to delegates.
- Programme Close



A Sample of a CPD Accredited Certificate in Emotional Intelligent Leadership



Our lead Facilitator for Leadership Development

Should Mobile Team Challenge be successful in this opportunity, our lead facilitator will be Barry Bailey

Profile OF BARRY BAILEY (FInstSMM & FInstILM)

Barry Bailey is a well-qualified and significantly experienced Senior Manager with 23 years of service at Executive level within 3M, a \$33Bn global Corporation employing 93,000 employees across 87 Countries. 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 as European Divisional Vice President in both, the Document Imaging Business and the Electronics and Telecoms Division in the UK Region with an additional responsibility for 15 European Countries. During this time, Barry developed the Electronics & Telecoms Division from \$12M to over \$500M.



During his 23 years with 3M, Barry had multi-cultural European reportees 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 LEAN / Six Sigma across ALL of the business disciplines. From manufacturing, through all commercial functions – finance, sales, marketing, CRM - to joint Black Belt projects with customers.

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 8,000 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 became involved with Mobile Team Challenge in 2008, became a partner in the business in 2010 and became outright owner of the company in 2012. Mobile Team Challenge has since become one of the largest Experiential Learning and Development Companies in the UK.

Barry combines his significant leadership and entrepreneurial skills and expertise with his “3M experience in innovative concepts” to deliver inspirational leadership development programmes, motivational keynote speeches on positivity and excellence and to create highly effective, high-performance emotionally intelligent teams which changes lives of Individuals, Teams and Organisations.

He has worked with Disney in Florida, ITV, Warner Brothers, the TUC, Unite and Unison Trader Unions, 31 NHS Foundation Trusts, 10 Housing Associations, B&Q, Honda, Jaguar – Land Rover, Ford, Vodafone, Siemens, 150 Corporate Organisations and over 100 Local Authorities delivering Innovation, Emotionally Intelligent Leadership, Customer Service Excellence, Inspirational Teams, Change Management, LEAN / Six Sigma Business Improvements and behavioural and attitudinal change.

Having trained over 4,000 military personnel (including the Red Arrows), Barry delivers leadership training, team working 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 strapline
... and is also ...Barry's mission in life!



Programme Evaluation and Feedback Tools

As part of our CPD Accreditation MTC has to prove compliance to strict Workshop Evaluation processes and we utilise a LEAN / Six Sigma Continuous Improvement methodology to ensure that we are consistently delivering products and services at the very highest level.

A comprehensive Evaluation Form (shown below) is integral to all workbooks which the delegate will complete and tear out at the end of each session. (Alternatively, we can include your own Evaluation Sheet if required)

TRAINING EVALUATION FEEDBACK SUMMARY

Course Title: When Business Intelligence meets Emotional Intelligence
 Date Trainer.....

What were your personal development objectives for attending this course?

	Not at all			Very	
How motivated were you to attend this course?	1	2	3	4	5
How well did you involve yourself in the course?	1	2	3	4	5
How well were your learning objectives achieved?	1	2	3	4	5
How well did you share your ideas with the group?	1	2	3	4	5
How well did you support your colleagues in this event?	1	2	3	4	5

What were the key learning points for you?

How confident are you that you can apply the new learning?

What will you do differently back in the workplace as a result of this learning?

How will you make sure you make maximum use of the learning?

How will you ensure this learning shows a benefit for your team/department/company?

Which aspect of the course challenged your perceptions most?

	Poor			Excellent	
How well did the trainer listen and understand?	1	2	3	4	5
How well did the trainer hold your interest?	1	2	3	4	5
How do you rate the quality of presentation, training or facilitation?	1	2	3	4	5
Value of practice to you	1	2	3	4	5
The trainers knowledge of the subject	1	2	3	4	5
The trainers response to questions asked	1	2	3	4	5
The course materials were...	1	2	3	4	5

Would you recommend this course to others who may benefit from the subject?

Who else in your organisation would benefit from attending this event?

What is your overall rating of this course?

Poor					Excellent				
1	2	3	4	5	6	7	8	9	10

What other skills/learning would you and your organisation benefit from you undertaking?

Any additional comments:

Name Job Title

These Evaluation Forms are completed after each session and the table below is created as part of our CPD Accreditation audit and is used as feedback to your HR Management.



Leadership Development Programme - SAMPLE

The lean process scoring standard targets delegates to score the course an “8,9 or 10” out of 10 in order for us to achieve our Customer Service Excellence Standard.

Again, the sample below shows the evaluation results from 78 delegates who attended the course recently. The evaluation shows that even though at the start of the course 28% “didn’t want to be there” – by the time they completed the feedback form at the end of the course, 99% of the delegates had scored it as 8,9 or 10 with just one person (who it later transpired “had some issues with management” – who scored it a 4 out of 10 – otherwise it would have been unanimous that all 78 delegates who had declared the course as “Excellent”.

These results would be consolidated after each workshop and reported back to your HR Management for assessment and improvement if

NHS Chelsea and Westminster: "What if Disney ran your Hospital?"												
		Not at all					Very					
		Blank	1	2	3	4	5	Combined				
								4's & 5's				
How motivated were you to attend this course	Overall Percentage	0	2	2	18	18	39	72%				
How well did you involve yourself in the course	Overall Percentage	0	1	0	6	26	46	91%				
How well were your learning objectives achieved	Overall Percentage	0	0	0	2	27	50	98%				
How well did you share your ideas with the group	Overall Percentage	0	0	2	8	28	41	87%				
How well did you support your colleagues	Overall Percentage	0	0	0	8	31	40	90%				
Overall Percentage		0	1	1	10	33	55					
		Poor					Excellent					
		Blank	1	2	3	4	5	Combined				
								4's & 5's				
How well did the trainer listen and understand	Overall Percentage	0	0	1	1	8	69	98%				
How well did the trainer hold your interest	Overall Percentage	0	0	0	1	10	68	99%				
How do you rate the quality of presentation, training	Overall Percentage	0	0	1	0	11	67	99%				
Value of Practice to you	Overall Percentage	0	0	0	1	19	59	99%				
The Trainers knowledge of the subject	Overall Percentage	0	0	0	1	1	77	99%				
Trainers response to questions asked	Overall Percentage	0	0	1	0	6	72	99%				
Course Materials	Overall Percentage	0	1	0	1	9	68	98%				
Overall Percentage		0	0	1	1	12	87					
			1	2	3	4	5	6	7	8	9	10
Overall Rating of the Course	Overall Percentage	0	0	0	1	0	0	0	0	14	15	49
Combined Scores		1%					0%		99%			