

Emotional Intelligence

Developing High Performance Attitude

What's it about	During this 2 day programme we create the foundations for a High Performance Attitude by developing participants knowledge and capabilities around IQ, Personal Styles and EQ. During the programme delegates will be taught and practice the identification and management of Personal Styles (including their own) using their Self Management and Relation Management
Objectives / Outcomes	<ul style="list-style-type: none">• Understand the difference and impact of IQ, Personal Styles and EQ on High Performance• Ability to apply techniques to start managing their own and other's behaviour and Performance• Understand and apply body language to increase the impact of communication• Apply the methodology of creative thinking to bring solution selling to the next level
Approach	The programme is very interactive, the Blueprint Consultant will lead the group through the different modules and each module will finish with an exercise, applying the newly acquired knowledge. The second day of the course will be dedicated to a business case, in which small teams of participants have to apply all the elements of the workshop to achieve the highest performance result.

Target Audience

Primary Audience: Sales Managers, NAMS, NAEs, ADMs, ADEs, RSM's, Mktg Depts, Purchasing Depts

Secondary Audience: Anyone who has a desire to understand how to build personal confidence and to develop a high-performance attitude

Programme overview

Preparation: Delegates will be asked to participate in an IPS as well as an EQ assessment, which will be used during the workshop

Part 1: Delegates will learn the role and differences of IQ, EQ and IPS and how each contributes to High Performance attitudes. Subsequently will they learn how to create interest and buy-in from stakeholders by using all elements including advanced communication skills such as body language. Eventually we will add an element of critical thinking to create challenger propositions

Content:

- High Performance Selling Process
- Attitude: IQ, EQ and PS
- Personal Styles
- Emotional Intelligence
- Body Language
- Create and Challenge
- The Challenger Sale
- Critical Thinking
- 5E's Advanced

Part 2: Team roleplaying petplace business case

Logistics

2 day face to face workshop or 4 half days online
Maximum number of participants for class: 8