



“ True Colours offers practical keys for unlocking relationship challenges and enhancing personal effectiveness. ”

Jack Canfield, Author Chicken Soup for the Soul

Workshop One

Communication

Discover WHAT MAKES PEOPLE TICK in 3 easy steps

True Colours takes personality identification theories and distils them into a practical, user-friendly tool that is easy to apply to real-life situations. This action-packed workshop helps staff to explore their own individual strengths and stresses which leads to respecting and appreciating the differences in others. It lays a foundation for excellence in communications, teamwork, leadership and sales.

Outcomes

- Build a workplace that embraces diversity
- Enrich the relationship between staff members
- Empower people to take action by gaining insight into what motivates them
- Become a strong, confident communicator - vital for all successful teams and sales people
- Learn to control your own success and unleash your full potential
- Accelerate performance

Workshop Two

Achievement

YOUR SUCCESS IS A MATTER OF ATTITUDE

Do you want a team that can easily adapt to change, that thinks outside the square, completes tasks, is full of passion and performs beyond your expectations?

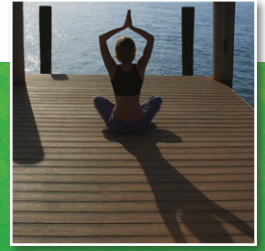
This workshop presents proven, powerful strategies that identify exactly what, why and how you need to change to create a powerful mind set. Get ready to fast track your workforce to new heights in personal achievement and accelerated performance.

Outcomes

- Build business confidence and credibility
- Quickly identify and eliminate the attitudes that hold you back
- Control thoughts, feelings and actions
- Build a foundation that allows you to succeed when the going gets tough

“ Workers with high stress were over two times more likely to be absent 5+ days a year. ”

Jacobson et al (1996) American Journal of Health Promotion, 11(1)



Workshop Three

Resilience

HOW TO MANAGE STRESS, REDUCE CONFLICT AND STAY COOL UNDER PRESSURE

Whether your challenges are frustrating or exciting, they can cause stress and conflict. What frustrates one person can energise and motivate another.

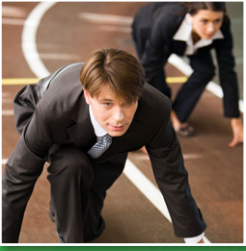
Identify the blend of traits that make up your unique personality, then discover how these characteristics have an impact on how you interpret a situation.

In this workshop you'll learn how to constructively manage stress and conflict and understand the triggers that cause you stress.

Outcomes

- Eliminate communication breakdowns, powerplays, and bickering between staff members
- Get to the root of the problem instead of just dealing with the symptoms
- Discover ways to control your emotions
- Learn techniques for managing different personalities when extremely stressed
- Explore the benefits of listening and learn how to give constructive feedback
- Resolve conflicts and build harmonious relationships

“ 40% of job turnover is due to stress ”
Bureau of National Affairs



Workshop Four

Sales

WHY SOME PEOPLE ARE SO SUCCESSFUL AT WINNING BUSINESS

Winning new customers and increasing sales from existing ones is easier than you think.

This workshop allows you to put the pieces of the sales puzzle together. Follow this sequential process and learn how to identify an individual's motivation to buy. Once you establish this you can offer the right solution and repeatedly achieve consistent results.

Outcomes

- Acquire new business
- Experience increased levels of customer loyalty
- Identify the unique communication style of each customer, then adapt your angle to suit
- Set yourself apart from your competition
- Tailor your solutions to meet client needs

Workshop Five

Leadership and Motivation

VALUE, MOTIVATE AND INSPIRE YOUR WORKFORCE

How do leaders unlock the personal motivations of so many different personalities? Leaders who acknowledge incentives are more equipped to motivate staff towards success.

Learn how to tune into underlying needs and communicate in a way that inspires staff to strive for excellence.

This workshop will help you instill energy and excitement into the people you want to influence. Productivity will increase, customer satisfaction will improve and employee engagement will rise. Watch how everyone starts to contribute and make improvements.

Outcomes

- Recognise how you help shape the culture of your organisation
- Use inspirational leadership qualities that create other leaders
- Understand and access the power, influence and politics of successful leadership
- Recognise the natural strengths of team members and adapt their roles to suit



Workshop Six

Team Building

HOW TO ACCOMPLISH MORE AS A TEAM THAN YOU EVER THOUGHT POSSIBLE

Think of the people with whom you interact throughout your day... from customers to co-workers. Do you find you can interact with some better than others? Do you ever feel misunderstood or unappreciated?

Understanding the way in which different personalities approach work and working together is the key ingredient to team success.

Instead of tolerating certain behaviours, being a victim, or placing blame, you'll be able to welcome diverse styles as you recognise the value of their input and the power of working together.

Outcomes

- Create an engaging team spirit where team members value diversity
- Learn specific methods to bring out the best in everyone
- Identify with underlying motivations behind behaviour
- Use problem-solving skills
- Support team members
- Enjoy the challenges and fulfilment of your career

“ Everyone feels that he or she makes a difference to the success of the organisation. When that happens people feel centered and that gives their work meaning. ”

Warren G. Bennis



“ Discover a valuable paradigm shift from tolerating others to valuing, harnessing and leveraging for remarkable business success ”

Workshop Seven

Customer Service A CUSTOMER FOR LIFE

Outstanding customer service is about people and relationships, communication, self-confidence, attitude and trust. This unique training workshop merges the essential elements required for success.

The techniques used within each sequential process apply in all customer contact situations. It offers a structure, a skill set, and a common language that has the potential to transform your entire sales and service culture.

Objectives

- Be one step ahead of your competition
- Tune in to your clients wants and needs
- Sell yourself before your product
- Become the best solution for your client
- Examine your sales process to fine tune your tactics

Speaking from experience ...

“What a wonderful contribution to relationships... from self-discovery to getting along with others. Showing our True Colours provides refreshing insights and practical suggestions for enhancing communication, reducing conflict and understanding why people behave as they do.”

John Gray, Author

Men are from Mars, Women are from Venus

“Ford has used True Colours in different ways: (a) as an ice breaker in our mentoring launches, aiding mentoring partnerships in the early stages (b) in team development through the use of the True Colours tools... sparks fun and an interesting dialogue within a team, inviting people to develop a greater understanding of their team mates’ strengths and (c) enhancing diversity through ‘thought styles’ and ‘understanding the strengths’ of an individual’s True Colours.”

Cathy Kansman,

Training Department, Ford Motor Company