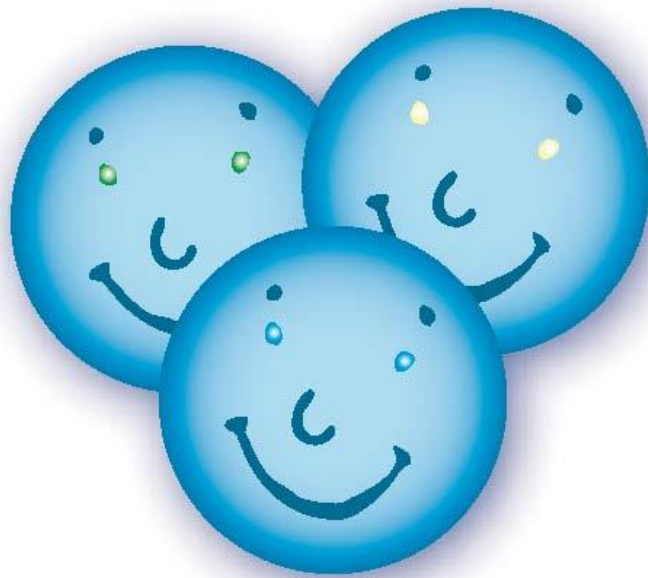


# Happy People Course Outlines



# Emotional Intelligence

(Advancing your intrapersonal and interpersonal skills)

Please check our website for dates and prices - [www.happy.co.uk](http://www.happy.co.uk), alternatively you can phone our customer service team for this information - 020 7375 7300

## Three Day Course (day three to follow later) 9am to 5pm

The course will start precisely on time and it may not be possible to go back over material missed by late arrivals. If you arrive over 30 minutes late you may be asked to leave and attend another day.

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<b>Who should attend</b>	Research shows that those who use their EQ (Emotional Intelligence Quotient) are more likely to be more effective in life and work. This course is especially useful if you are looking to develop your EI to help you succeed at work.
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<b>General Requirements</b>	Delegates must be open to looking at how their emotions can impact on everything they do and say, within a safe and supportive environment.
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<b>Dress Code</b>	Please come dressed informally and comfortably, to ensure you are as relaxed as possible and able to participate fully.
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<b>Aim</b>	By the end of the course, you will understand what emotional intelligence is and be able to use yours to be more effective.
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<b>What you will learn</b>	<p>In particular you will be able to:</p> <p>(Days 1 and 2)</p> <ul style="list-style-type: none"><li>☺ Self test, through a questionnaire and identify your own personal plan</li><li>☺ Understand your own emotions and those of others</li><li>☺ Identify self defeating beliefs and separate them from what you do and how you behave</li><li>☺ Choose to move from a negative state to a positive state</li><li>☺ Use language positively to recreate new possibilities</li><li>☺ Identify the physical signs associated with hot feelings</li><li>☺ Unleash your power to actively listen</li><li>☺ Identify when a person's body language is in congruence to their words</li><li>☺ Identify how to make people feel good about themselves</li><li>☺ Work on a situation of conflict and identify possible solutions</li><li>☺ Decide an action plan that will help you develop your EI prior to Day 3 (Day 3 - Follow up- at a later date)</li><li>☺ Recognise changes in behaviour as a result of identifying self defeating beliefs</li><li>☺ Move towards unconditional self-acceptance</li><li>☺ Decide an action plan that will help you continue to develop your EI</li></ul>
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<b>Time-Table</b>	The course will be structured around lots of small sessions and practical exercises. You will work with the other members of your group throughout, enabling you to learn from your own experience as well as each other.
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<b>Next step</b>	Once you have attended this course and are confident with all of the things covered, you might want to look at our range of other Personal Development Courses.
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# Creating a Great Place to Work

Please check our website for dates and prices – [www.happy.co.uk](http://www.happy.co.uk), alternatively you can phone our customer service team for this information – 020 7375 7300

## Half Day Course 10am to 1pm

The course will start precisely on time and it may not be possible to go back over material missed by late arrivals. If you arrive over 30 minutes late you may be asked to leave and attend another day.

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<b>The best learning experience you will ever attend?</b>	Every single person attending so far has rated the event at least 8 out of 10. Two-thirds have rated it 10 out of 10, one of the best events they have ever attended. Happy has won awards for the best customer service in the UK (Management Today), Family Friendly Employer of the Year (Parents at Work), London Small Business of the Year (Business in the Community) and Most Inspired Workplace (Inspired Leaders Network). In one day we aim to share the key secrets that made the independent judges rate our company as the best in the UK.  ("I can't think of any company I've met with a better ethos in terms of making the world a better place for it's customers, employees and the community at large." Judge, Service Excellence Awards)
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<b>General Requirements</b>	Delegates must be open to looking at the ways in which people work at their best, within a safe and supportive environment.
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<b>Aim</b>	Come and enjoy a half day of inter-active learning packed with new ideas for creating a great place to work. We promise that we will stimulate and challenge you and leave you with at least three new ways to work in your organisation. Everything you will learn is based on the practical experience of our award-winning company.
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<b>What you will learn</b>	In particular you will be able to: <ul style="list-style-type: none"><li>☺ Recognise what empowers people to work at their best</li><li>☺ Create job ownership to enable your people to achieve their full potential</li><li>☺ Create an environment that encourages experiment and development</li><li>☺ Provide information through involvement to enable your people to take full responsibility</li></ul>
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<b>Time-Table</b>	The course will be structured around lots of small sessions and practical exercises. You will work with the other members of your group throughout, enabling you to learn from your own experience as well as each other.
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<b>What other delegates thought about this course...</b>	"Fantastic. The management ethos was inspirational" Maria Jones, The Software Practice "Exceeded my expectations by being based on real things, not theory" Adam Holland, AEA Technology "Inspirational" Bob Hill, Camping & Caravanning Club "I feel privileged to have been given an insight into the ethos of your company. I came back really enthused." Adrian Smith, Western Provident Association "An inspiring and enjoyable day" Marilyn Young, Satair Hardware "It gave us so much to think about we have scheduled a whole day to de-brief." Moyna Wrathall, The Software Practice "As a result of the day I will help present to our Executive Team the major proposals for change for our Company in 2004." Helen, Ann Summers "I've written down 25 ideas, some of which I will certainly adopt in my company. A very thought provoking day". Steve Pickering, Chief Executive, The Sira Group "Brilliant day. Gave me lots of ideas" Shelley Palmer, Western Provident Association "Fantastic Ideas" Paul Jenkins, BSI
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<b>Next step</b>	Once you have attended this course and are confident with all of the things covered, you might want to look at our range of other Personal Development Courses.
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# The Supportive Manager

Please check our website for dates and prices - [www.happy.co.uk](http://www.happy.co.uk), alternatively you can phone our customer service team for this information - 020 7375 7300

## Two Day Course - 10am to 4.45pm

The course will start precisely on time and it may not be possible to go back over material missed by late arrivals. If you arrive over 30 minutes late you may be asked to leave and attend another day.

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<b>Who should attend</b>	This course has been designed for all managers and team leaders - those with experience and without.
<b>Requirements</b>	Delegates must be open to looking at the ways in which people work at their best, within a safe and supportive environment.
<b>Aim</b>	By the end of the course, you will be able to unleash your people's full potential, enabling them to achieve things never before believed possible.
<b>What you will learn</b>	<p>In particular you will be able to:</p> <ul style="list-style-type: none"><li>☺ Identify the characteristics of an excellent manager</li><li>☺ Recognise what empowers people to work at their best</li><li>☺ Enable full job ownership to enable your people to achieve their full potential</li><li>☺ Look at the possible role mistakes can play in the workplace</li><li>☺ Create an environment that encourages experiment and development</li><li>☺ Provide support to enable and empower your people</li><li>☺ Maximise your power to actively listen with empathy</li><li>☺ Identify the question techniques that lead and empower others</li><li>☺ Build trust and mutual respect</li><li>☺ Provide information through involvement to enable your people to take full responsibility</li><li>☺ Identify what makes your workplace a positive environment and what makes it a negative one</li><li>☺ Encourage team spirit to unleash the power of people working in unity</li><li>☺ Recognise good work and assess where improvements is needed</li><li>☺ Establish effective feedback mechanisms and appraisal systems within appropriate timescales</li><li>☺ Handle disciplinary issues confidently and effectively</li><li>☺ Identify ten tips for building exceptional relationships with colleagues at work</li><li>☺ Decide at least two action points that you will implement back at work</li></ul>
<b>Time-Table</b>	The course will be structured around lots of small sessions and practical exercises. You will work with the other members of your group throughout, enabling you to learn from your own experience as well as each other.
<b>Next step</b>	Once you have attended this course and are confident with all of the things covered, you might want to look at our range of other Personal Development Courses.

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# Positive Organisations, Positive Staff

Please check our website for dates and prices - [www.happy.co.uk](http://www.happy.co.uk), alternatively you can phone our customer service team for this information - 020 7375 7300

## Three Day Course - 10am to 4.45pm (3 separate days over 3 weeks)

The course will start precisely on time and it may not be possible to go back over material missed by late arrivals. If you arrive over 30 minutes late you may be asked to leave.

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<b>Who should attend</b>	This course has been designed for those who would like to enable their organisation to be a truly positive place to work.
<b>General Requirements</b>	Delegates must be open to looking at the ways in which people work at their best, within a safe and supportive environment.
<b>Aim &amp; Objective</b>	Enhance your leadership and management skills to create a positive culture of collaborative, continuous improvement.
<b>What you will learn...</b>	<p><b>(Day 1) Creating an Emotionally Literate Organisation and Effective Staff Management</b></p> <ul style="list-style-type: none"><li>☺ What emotional intelligence is</li><li>☺ The key elements of working in an emotionally literate organisation</li><li>☺ What kind of manager you are</li><li>☺ The characteristics of an excellent manager</li><li>☺ What empowers people to work at their best and what stops them</li><li>☺ The benefits of celebrating mistakes and making people feel good about themselves</li></ul> <p><b>(Day 2) Powerful Communication and Performance Management</b></p> <ul style="list-style-type: none"><li>☺ How to maximise your power to actively listen</li><li>☺ The question techniques and coaching skills that lead and empower others</li><li>☺ How to build trust and mutual respect</li><li>☺ How to provide ongoing support to enable and empower your people</li><li>☺ Ways to recognise good work and assess where improvement is needed</li><li>☺ Effective feedback mechanisms and appraisal systems within appropriate timescales</li><li>☺ Constructive tips for dealing with difficult issues</li></ul> <p><b>(Day 3) Leadership and Teambuilding</b></p> <ul style="list-style-type: none"><li>☺ What kind of leader you are</li><li>☺ The characteristics of successful leaders</li><li>☺ The key principles that motivate you and others</li><li>☺ How to retain and regain the passion of your people at work</li><li>☺ The differences between group and teamwork</li><li>☺ What kind of team player you are</li><li>☺ How to assess your own teams</li><li>☺ How to encourage team spirit to unleash the power of people working in unity</li></ul>
<b>Time-Table</b>	The course will be structured around lots of small sessions and practical exercises. You will work with the other members of your group throughout, enabling you to learn from your own experience as well as each other.
<b>Next step</b>	Once you have attended this course and are confident with all of the things covered, you might want to look at our range of other Personal Development Courses.

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# Express Learning to help you Create a Great Place to Work

Please check our website for dates and prices - [www.happy.co.uk](http://www.happy.co.uk), alternatively you can phone our customer service team for this information - 020 7375 7300

Each seminar is based on involvement and inter-action, to make sure you get the most from it. We guarantee they will be both enjoyable and thought-provoking, and that you will leave with key steps you can take back to work.

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## Creating a Great Place to Work

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**Aim** By the end of this seminar, you will understand what empowers people to work at their best.

**What you will learn** In particular you will be able to:

- ☺ Identify the key principle that management should focus on
- ☺ Recognise how to create a blame-free environment
- ☺ Take away a check-list of 22 possible steps to take

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## Key Tips for Great Customer Service

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**Aim** By the end of this seminar, you will understand the keys to creating a great customer service experience and the practical steps you can take to achieve the same.

**What you will learn** In particular you will be able to:

- ☺ Recognise what differentiates great service from normal service
- ☺ Identify key steps for your organisation to improve its service
- ☺ Identify key measurements to keep, and what sort of measurements to avoid

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## Creating Work/Life Balance

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**Aim** By the end of this seminar, you will understand why it is necessary to create life balance, and identify at least one way that you can start to achieve this.

**What you will learn** In particular you will be able to:

- ☺ Recognise whether your life is in balance or not
- ☺ Identify the key principles that will enable you and your staff to enjoy work-life balance
- ☺ Establish the benefits of flexible working practices for you, your organisation and your customers/clients

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## Active Listening Skills

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**Aim** By the end of this seminar, you will be able to confidently build exceptional relationships with colleagues and customers.

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**What you will learn** In particular you will be able to:

- ☺ Understand how communication works generally and look at the difference between listening and hearing
- ☺ Recognise what stops you listening and recognise when this is happening
- ☺ Identify the benefits of empathic listening
- ☺ Distinguish the difference between face-to-face communication and telephone communication

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## Giving Positive Constructive Feedback

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**Aim** By the end of this seminar, you will be able to confidently provide valuable, constructive and positive feedback.

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**What you will learn** In particular you will be able to:

- ☺ Use coaching questions to lead and empower others
- ☺ Use language positively to recreate new possibilities
- ☺ Provide valuable, constructive and positive feedback
- ☺ Raise issues clearly and within appropriate timescales

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# Express Learning to help you Unlock Your True Potential

Please check our website for dates and prices - [www.happy.co.uk](http://www.happy.co.uk), alternatively you can phone our customer service team for this information - 020 7375 7300

Each seminar is based on involvement and inter-action, to make sure you get the most from it. We guarantee they will be both enjoyable and thought-provoking, and that you will leave with key steps you can personally incorporate into your life.

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## Emotional Intelligence

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<b>Aim</b>	By the end of this seminar, you will understand what emotional intelligence is and take the first step in using yours to be more effective.
<b>What you will learn</b>	In particular you will be able to: <ul style="list-style-type: none"><li>☺ Define what 'Emotional Intelligence' is</li><li>☺ Self test, through a questionnaire, and identify your own strengths and areas to work on</li><li>☺ Identify a self defeating belief and step beyond it by separating it from what you do and how you behave</li></ul>

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## Dealing With Stress

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<b>Aim</b>	By the end of this seminar, you will understand what things stress you and take the first steps to dealing effectively with your stress.
<b>What you will learn</b>	In particular you will be able to: <ul style="list-style-type: none"><li>☺ Identify your symptoms of stress</li><li>☺ Establish what causes you to feel stressed</li><li>☺ Discover what you already do to deal with stress</li><li>☺ Experience 3 practical methods for dealing with stress in the future</li></ul>

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## Effective Time Management

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<b>Aim</b>	By the end of this seminar, you will understand how to work smarter not harder.
<b>What you will learn</b>	In particular you will be able to: <ul style="list-style-type: none"><li>☺ Identify the classic symptoms of bad time management</li><li>☺ Understand what steals your time</li><li>☺ Understand why you behave the way you behave</li><li>☺ Define goals and tasks</li><li>☺ Identify key tips to create more time</li></ul>

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# Express Learning to help you Make Your Training Great

Please check our website for dates and prices - [www.happy.co.uk](http://www.happy.co.uk), alternatively you can phone our customer service team for this information - 020 7375 7300

Each seminar is based on involvement and inter-action, to make sure you get the most from it. We guarantee they will be both enjoyable and thought-provoking and that you will leave with key steps you can incorporate into your training.

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## Delivering Truly Great Training

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<b>Aim</b>	By the end of the seminar, you will understand what makes training great and have an opportunity to share practical solutions to deal with challenging training situations.
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<b>What you will learn</b>	In particular you will: <ul style="list-style-type: none"><li>☺ Identify what differentiates great training from standard training</li><li>☺ Discover ways to create great training</li><li>☺ Discover practical solutions to challenging training situations</li></ul>
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## Neuro Linguistic Programming (NLP) For Trainers (the power of suggestion)

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<b>Overview</b>	NLP for trainers covers a range of strategies to engage the learner and speed up their learning. This workshop will include sample activities to give ideas for you to try out in the classroom.
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<b>What you will learn</b>	In particular you will learn how to: <ul style="list-style-type: none"><li>☺ Identify the gateways and blocks to effective learning</li><li>☺ Identify a learner's preferred learning style using language and eye accessing clues</li><li>☺ Adapt your teaching to specific learning styles</li><li>☺ Prepare training sessions that appeal to all learning styles to maximise learning potential</li><li>☺ Build effective rapport with your learners</li></ul>
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# Speed Learning Day

Please check our website for dates - [www.happy.co.uk](http://www.happy.co.uk), alternatively you can phone our customer service team for this information - 020 7375 7300

Discover a new approach to learning. Instead of a class on one subject for a whole day, choose a different subject every 90 minutes. Mix emotional intelligence with stress relief or 360 degree appraisal with how to chair meetings effectively.

There are a dozen subjects to choose from, listed below. Simply select the four that will make most difference to you. You decide what you want to learn.

	Option 1	Option 2	Option 3
9.30am to 11am	How to Create a Great Workplace	Emotional Intelligence	Time Management Made Easy
11.30am to 1pm	Listening Skills: A Key to Great Management and Effective Practice	Recruitment: Avoid the Common Traps and Recruit the Right People	Stress Relief
1.30 to 3pm	Feedback: Making it Positive, Constructive & Effective	Work/life Balance: Get it Right for You and Your People	How to Meditate
3.30pm to 5pm	Implementing 360 Degree Appraisal	How to Give Great Presentations Despite Using PowerPoint	Chairing Meetings Effectively

Please arrive at 9.15am for a prompt start. The day will finish at 5pm

**Cost: £370 + VAT for the day. (Charities: £240 + VAT)**

Bulk bookings: Book five places and you will only be charged for four.

## To Book

Book online at [www.happy.co.uk](http://www.happy.co.uk) (Type Speed Learning into 'Search for a Course' and click →) or call us:

**020 7375 7300**

# 1 to 1 Mentoring and Coaching

## Session length and venue

The sessions can be as long or as short as you need (usually somewhere between 15 minutes to 1 hour at a time), they can take place over the phone or face to face (either at your venue or ours).

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### What is coaching?

Coaching can provide you with an insightful and structured space to discover and develop yourself in order to achieve positive results. It can help you to see the 'possible' in what you may have believed was 'impossible'.

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


### Aim

Do you need help in unlocking your true potential? Are you struggling to achieve all that you are and can be? Do you want to raise your performance?

The aim of the coaching is to help you focus on what is important to you. To support you, stretch and challenge you, encourage and inspire you to focus on your goals and achieve more than you ever believed possible.









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### We can provide coaching in these sort of areas...

-  Recognising what empowers people to work at their best
-  Helping you to be, and work, at your best
-  Creating an environment that encourages experiment and development
-  Enabling full job ownership to enable your people to achieve their full potential
-  Providing information through involvement to enable your people to take full responsibility
-  Establishing the benefits of flexible working practices for you, your organisation and your customers/clients
-  Creating powerful CV's and finding your way to success in interviews
-  Building confidence in your communications with others
-  Turning 'can't' into 'can'

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### Some situations coaching can help with...

-  You want to get the best from your people
-  Two members of your team are not getting on and you don't know how to resolve it
-  You are working long hours but don't always get to grips with the key issues
-  You find you don't always handle yourself as professionally as you would like in key meetings with either your boss or your clients
-  You aren't sure how to handle issues around non-performance confidently and assertively
-  As a leader, you may be feeling isolated and in need of support or don't have anyone to bounce ideas off of
-  Perhaps you are feeling undervalued by your colleagues or would like help with setting some boundaries
-  You want to know how to motivate your people

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### About your coach...

Cathy Busani is the Managing Director of Happy (previously known as Happy Computers), a training company based in London. Happy has won wide recognition for its innovative approach to management and to customer service.

At Happy since March 1995, Cathy originally started as an IT Trainer. Within 6 months she was 'voted in' by the training team as their Manager, eventually taking over sole responsibility for all staff as MD.



Cathy passionately believes that people work best when they feel good about themselves. Everything she does has that as the underlying aim - if you believe the best of people, you get the best they have to give. This belief creates a winning culture - the organisation gains by retaining a highly skilled and motivated workforce and in turn, the clients gain by receiving an excellent and positive service.

Awards won:

-  Winner of the 1999 IT Trainer of the Year Award (Institute of IT Training)
  -  Winner of a Special Commendation for Innovative Management in the 2000 Parents at
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Work/Lloyds TSB Best Boss Competition

-  Winner of the 2001 HR Manager of the Year Award (Personnel Today)
-  Finalist Best Business Leader 2004 (Daily Telegraph Awards)

"My strengths as a coach are my understanding of how real issues can affect peoples' lives, my belief that everyone is powerful beyond measure and my 100% commitment to enabling positive action through the achievement of inspirational goals."

Direct Line at Happy: 020 7375 7322 Email: [cathy@happy.co.uk](mailto:cathy@happy.co.uk)

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## **An award winning culture**

-  Investor in People Standard achieved since 1997 and the first company in London (Jan 04) to receive the Work/Life Balance Investors in People Model
  -  Winner of Employer of the Year South East Small Business Award in the 2001 Parents at Work/Lloyds TSB Competition
  -  Winner of the NSPCC/Parents at Work Family Friendly Employer of the Year 2003
  -  Winner of the 2003 Management Today/Unisys Service Excellence Award for the small business sector and OVERALL winner - Best of the Best for Customer Service
  -  Ranked as number 12 in the Financial Times UK 50 Best Workplaces 2004
  -  One of the Financial Times European 100 Best Workplaces 2004 (no ranking in this category)
  -  Winner of a Special Workplace Award for Work/Life Balance in the Financial Times UK 50 Best Workplaces 2004
  -  Most Inspired Workplace Award 2005 (Inspired Leaders Network)
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## **What other delegates thought about their coaching...**

"The coaching from Cathy is giving me the opportunity to develop an organisation that cares for its people. I feel she understands the influence people have on a business much better than most and as a result she is able to translate this into practical information. With her continuing help, I am sure that I can build a company which is superior in productivity and profitability."  
Daniel Dzikowski

"Through my 1 to 1 coaching with Cathy I am gaining increased self-confidence, increased self-knowledge (I've learned about my strengths and how to build on them), increased understanding of how to be and how not to be in a professional environment, increased sense of control over my career and my life, support and caring. It has helped me remain professional and in charge of my relationship with my manager. I can sort through my feelings in a confidential forum and distil what it is I need to say in my meetings with him. I no longer expect him to provide emotional support or appreciation as I am learning to appreciate my own work. Cathy provides very useful insights and examples from her own vast experience as a worker, as a manager, as a trainer and she has set some very practical homework. She is teaching me to manage my own stress and become self-reliant. She is very encouraging of me in the work we are doing together." Tina Foulkes

"The coaching sessions help me think about staff management issues ordinarily I would not take the time to consider. It's a time for me to stop and focus on aspects of colleagues' and my own work that are more subtle. This is particularly the case when it comes to motivating staff and bringing the best out in my team members. The sessions help me grow and develop as a manager and constantly remind me that people work at their best when they feel good about themselves and their work." Stefanie Sahmel

"The coaching has helped me to focus to the extent that I reduced my time at work by 10 hours a week at the same time as sales grew by 30%." Ella Heeks

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# Belbin Accredited Team Profiling Is Now Available

Cathy and Sarah can help you enable your team(s) to dramatically enhance their performance using the methods developed by Meredith Belbin. We offer accredited Belbin team profiling to create team excellence by identifying strengths and weaknesses, building trust, honesty and respect and collaboratively establishing a positive plan of action to take forward.

Please do give us a ring on 020 7375 7300 to discuss how we can help through half day and full day events.



## Sample Possible Timetable...

### Aims for the day

A better understanding of...

- ☺ who I am and how I like to work
- ☺ who my colleagues are and how they like to work
- ☺ how teams work generally and how each Team member fits within our team
- ☺

### Belbin Teambuilding

- ☺ Getting to know each other
- ☺ The Belbin team-roles and allowable weaknesses
- ☺ Our Belbin profiles
- ☺ Who's got which Belbin strengths in our team
- ☺ In reality how do we work with each other and how can we get the best from each other
- ☺ Appreciation
- ☺ Action beyond today

# Creating Excellent Customer Service

This course does not run as part of our programme of events, but can be booked specifically for your team on a date of your choice and customised accordingly to your own aims and objectives

## One Day Course

The course will start precisely on time and it may not be possible to go back over material missed by late arrivals. If you arrive over 30 minutes late you may be asked to leave and attend another day.

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<b>Who should attend</b>	Whether you are a business, a public sector organisation or a charity, you have customers internal and external. This course will allow you to discover the concept of giving them exceptional service, and enjoying doing it.
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<b>Requirements</b>	Delegates must be open to looking at the ways in which they view and work with their customers, within a safe and supportive environment.
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<b>Aim</b>	To generally enhance the service excellence of your organisation and leave you confident in your vision for the future.
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<b>What you will learn</b>	<ul style="list-style-type: none"><li>☺ How your organisation measures up against your own experience of excellent customer service</li><li>☺ The 10 commandments of great customer service</li><li>☺ Treating every customer as a relationship - the personal and practical needs of a customer - which sort of communication is appropriate when?</li><li>☺ Resolving issues with dissatisfied customers</li><li>☺ What is your brand and how do your customers see you - what are the lessons internally and externally?</li><li>☺ Defining and refining what exceptional customer service means - your vision for your organisation</li><li>☺ Action beyond today for individuals and teams</li></ul>
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<b>Time-Table</b>	The course will be structured around lots of small sessions and practical exercises. You will work with the other members of your group throughout, enabling you to learn from your own experience as well as each other.
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<b>Next step</b>	Once you have attended this course and are confident with all of the things covered, you might want to look at our range of other Personal Development Courses.
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