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2021  
WORKSHOPS

**“Our team now  
communicates and  
challenges each other  
in an effective way that  
produces results.”**

Shayne Ashford, Operations Supervisor  
at AC Petfoods

Anyone in any organisation will benefit from training, no matter who you are, how long you've been there or what you do.

Training helps you look at your role in new ways. It keeps your approach from getting stale and gives you fresh ideas to try out, whether those involve interpersonal relationships, or your day-to-day workflow.

At Everest, we have a selection of public and in-house workshops along with workshops that are specifically tailored to meet the needs of your organisation. Our workshops get results - productivity enhancement, building effective teams, facilitating high performance and unlocking potential to maximise performance.

Whatever the size of your organisation, we can help - and we'll find practical solutions to any of your problems.

## Public Workshops

Workshop:	Time	Dates				\$
<b>Building your Resilience</b>	9:00am – 1:00pm	<b>23 Mar (online)</b>	<b>16 Jun</b>	<b>8 Sept</b>	<b>8 Dec</b>	\$550+GST
<b>Foundations of Emotional Intelligence (1 day)</b>	8:30am – 5:00pm	<b>18 Feb</b>	<b>9 Jun</b>	<b>22 Sept</b>	<b>1 Dec</b>	\$795+GST
<b>Leading with Emotional Intelligence (2 days)</b>	8:30am – 5:00pm	<b>10 &amp; 17 Mar</b>	<b>5 &amp; 12 May</b>	<b>18 &amp; 25 Aug</b>	<b>5 &amp; 12 Oct</b>	\$2,100+GST
<b>Leadership Development Programme (6 modules)</b>	9:00am – 1:00pm	<b>Feb - Apr</b>	<b>Apr - Jun</b>	<b>Jul - Sept</b>	<b>Sept - Nov</b>	\$2,750+GST
<b>NZ Certificate in Business First Line Management Level 4 (6 modules)*</b>	9:00am – 1:00pm (available as an in-house programme only)					\$3,500+GST

## In-house customised workshops available:

Choose the training options that work for you; customised onsite workshops or attend our public workshops that combine training and networking with other businesses.

Our tailored in-house workshops offer you customised training solutions focused on your business, relevant to your team, and targeted to your learning goals, providing maximum impact for your business.

 Contact us now for discounted group pricing or customised training.

-  All workshops are registered with the Management Capability Development Voucher Fund. Your business may qualify for up to 50% training discount.  
Talk to us about how we can assist you with this government initiative, the application process is quick and easy to apply.
-  Visit our events page to register for a public workshop or call 0800 383 737.  
<https://workshops.everestpeople.co.nz/workshops>

\*NZ Certificate in Business First Line Management Level 4 is not available as a public workshop (available as an in-house workshop only, minimum 6 participants). Pricing above is per person.

# Courageous Conversations



## Benefits:

- Establish a positive intent and a desired outcome.
- Use communication skills to influence and control.
- Gain skills to communicate positively with people and strengthen individual and team resilience.
- Turn difficult conversations into successful interactions that enhance communication and rapport.
- Find your way back from conflict through mutually successful outcomes.

## Half-day workshop

9:00am – 1:00pm

### What's it about?

Have you experienced that feeling of dread when you need to have a conversation you really don't want to have?

This practical workshop focuses on building the skills necessary for engaging in difficult conversations.

You will learn the tools, strategies and techniques needed to be a successful communicator, confidently address negative behaviour, maintain effective relationships, and achieve positive outcomes.

### This interactive workshop will explore:

- Difficult conversations – what makes them difficult and how to recognise and overcome barriers to effective communication.
- Impact on business – why not having these conversations can negatively impact staff performance and productivity, not to mention trust.

- Emotional Intelligence – how to manage your emotions and responses before you attempt to manage others.
- Active listening – become a truly active listener and why it's important for communication success.
- Eight top tips – before, during and after courageous conversations.
- How to move forward after a difficult conversation, and ensure the lines of communication remain open.

### Could your team benefit from this workshop?

All our workshops can be tailored to best meet the needs of your staff and your business. Hold it at yours, or hold it at ours – what works for you, works for us. Discounted team pricing available on request.

This workshop is registered with the Management Capability Development Voucher Fund. You may be eligible to receive 50% discounted training. Ask us how.

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# Building your Resilience



## Benefits:

- Achieve balanced emotion management.
- Increased productivity.
- Improved workplace relationships.
- Focused decision making and problem solving.
- Stay resourceful in the face of challenges.
- Develop effective coping strategies.

## Half-day workshop

9:00am – 1:00pm

### What's it about?

Resilience is the capacity to withstand and adapt to the challenges life throws us.

This practical workshop will equip you with the tools to cope with setbacks, change and keep pressures from work and life challenges positive. Resilience is a skill anyone can learn, to survive and to thrive.

Gain valuable insight into stress and how it can be reduced and managed at both a practical and cognitive level. Learn strategies to remain productive, focused and emotionally strong whatever work or life challenges you are confronted with.

### This interactive workshop will explore:

- Practical tips to improve your resilience.
- Proactive management of emotions in yourself and others to alleviate stress and face pressures effectively.
- Intentional activities to build resilience at work and home.

### Could your team benefit from this workshop?

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This workshop is registered with the Management Capability Development Voucher Fund. You may be eligible to receive 50% discounted training. Ask us how.

### Participant testimonials:

"By far one of the best trainings I have ever attended, I was fully engaged for the whole 4 hours. Very impressed with the training. I would 100% recommend this training to anyone who would like to learn about how to manage/understand their emotions at work."

"Very informative, learning how the brain works and how we can change our mood by just changing the way we view a situation"

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# Building Collaborative Relationships



## Benefits:

- Discover how social connections affect your brain and performance at work.
- Build positive relationships that benefit your team and the organisation ... and your life!
- Gain skills to communicate positively with people and strengthen individual and team resilience.
- Become a positive influencer and make a powerful impact on team culture and engagement.

## Half-day workshop

9:00am – 1:00pm

### What's it about?

Positive connections can make a critical difference to work life, in terms of reward and engagement. Research shows that the more positive connections you make, the more you are able to adapt and respond effectively to challenging situations.

This workshop is designed to equip you with the tools to build positive and collaborative relationships, connect with others and strengthen natural resilience. Each tool is based on positive psychology and neuroscience, delivered in a fun, interactive and practical way so you can apply your learning right away.

### This interactive workshop will explore:

- Tools you need to build positive relationships.

- How to connect with others and strengthen your natural resilience.
- Increase your levels of self-awareness.
- Teach you to make constructive and empowering choices for dealing with challenging workplace situations.
- Understand why we sometimes get it wrong, and how to get it right.

### Could your team benefit from this workshop?

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# Foundations of Emotional Intelligence



## Full-day workshop

8:30am – 5:00pm

### What's it about?

This one-day workshop equips participants with the foundational knowledge and skills to use emotions intelligently at work. Participants will have a robust rationale and framework they can use to start developing an ability to perceive, use, understand and manage emotions in themselves and others.

### Outcomes

- Develop crucial skills for managing and dealing with people.
- Discover how emotions influence thinking, behavior, decision making and performance.
- Identify your triggers and how to respond to them.
- Improve individual performance and collaboration resulting in better business outcomes.
- Increase your perception of emotions in yourself and others.

### Who should attend?

- Anyone who wants to increase their influencing skills and ability to manage relationships.
- Leaders, salespeople, front-line managers, project managers, customer service employees and anyone whose job involves dealing with people.

### Could your team benefit from this workshop?

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# Leading with Emotional Intelligence



## Two-day workshop

8:30am - 5:00pm

### What's it about?

This practical 2-day workshop equips you with the foundational skills to become more flexible, self-aware and people savvy to take your leadership to the next level.

### Outcomes

- Learn practical strategies to respond more skilfully as pressure, tension and complexity increase.
- Identify patterns, triggers and emotional habits that either drive or derail performance.
- Increase awareness of situations that risk having emotions lead to unskilful behaviour and poor decisions.
- Gain core skills and critical knowledge to engage people and make good decisions.
- Take charge of your emotions so that you are in control of your actions.

### Who should attend?

- Leaders, Managers, Team Leaders, Supervisors.
- High potential individuals aspiring to a leadership role.
- Anyone who wants to increase their influencing skills and ability to manage relationships.

### Could your team benefit from this workshop?

All our workshops can be tailored to best meet the needs of your staff and your business. Hold it at yours, or hold it at ours – what works for you, works for us. Discounted team pricing available on request.

This workshop is registered with the Management Capability Development Voucher Fund. You may be eligible to receive 50% discounted training. Ask us how.

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## Facilitators

Specialist and accredited facilitators will guide and support your learning throughout the two days.

All our facilitators share passion, knowledge, commitment and a real world understanding of what it takes to lead and live with emotional intelligence.

They convert the latest research and techniques into everyday language so you can immediately grasp the relevance to you and put techniques into action.

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## Workshop Outline

### Day One – Emotional Intelligence

- Mayer-Salovey-Caruso model of emotional intelligence (MSCEIT) - perceiving, using, understanding and managing emotions
- The science of emotions - neuroscience for leaders
- Emotional perception in self and others
- Using emotions to facilitate cognitive thinking
- Emotional complexity - why people do what they do?
- Emotional triggers - understanding progression

### Day Two – Leading Self and Others

- Managing emotions in self and others - building resilience and handling emotions effectively
- Creating a climate of success through your own emotional intelligence skills and strategies
- Building positive relationships to create higher performance
- Team communication - positive ratio for success
- Actions to drive engagement

### Individual Support

- Mayer-Salovey-Caruso Emotional Intelligence (MSCEIT) Assessment
  - Confidential one-on-one 90 minute assessment debrief
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## Participant Testimonials

I attended the Leading with Emotional Intelligence two-day workshop. With the skills and knowledge taken from the course, I am able to better assess my emotions when under pressure or when faced with change. This awareness of my emotions and how they influence my behaviour, help me make better decisions and improve my engagement with others. I highly recommend this workshop.

**Kiri Somerville**  
**People & Culture Manager**  
More4apps

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The Everest two-day Emotional Intelligence workshop is incredibly valuable in both my professional and personal life. My raised self-awareness and awareness of others has improved my relationships and how I interact on a daily basis and in the more challenging situations we can find ourselves in.

I would recommend this workshop to anyone who deals with people; the tools and strategies learnt further developed my communication and leadership skills.

**Mandy Carson, General Manager**  
Independent Verification Services

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The Leading with Emotional Intelligence course has given me the opportunity to explore, understand and therefore better manage my own and influence my teams emotions. Impressed by the professional facilitators I recommend this course for both people leaders and team members who wish to develop themselves and get the best from their team through a wider understanding of the power of our emotions.

**Melanie Reid**  
**Chief Operating Officer**  
Holdfast NZ Ltd

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# Leadership Development Programme



**Build leadership capability in your business.**

Six programme modules:

1. Leadership, self-leadership, team development, roles and responsibilities of a leader
2. Managing performance excellence; planning, standards and development
3. Behavioural styles, communication, conflict management and emotional intelligence
4. Giving and receiving feedback, managing and dealing with poor performance, building rapport
5. Creating and maintaining high performing individuals and teams through coaching.
6. Personal efficiency and effectiveness, work habits, planning and prioritising.

## Six half-day modules

9:00am - 1:00pm

### What's it about?

- Would you like to be a powerful leader?
- Would you like to increase your team effectiveness?
- Would you like to achieve greater business success?

Leadership skills play a significant role in achieving business success by ensuring that individuals and teams are working to high performance.

Our Leadership Development programme offers current and emerging leaders a well-structured programme of learning. Each four hour module introduces new leadership topics interwoven with the developing themes of self-leadership and communication.

The programme provides succinct and practical modules which can be applied immediately as participants return to their roles. Participants receive a resource book and an Individual DISC Advanced® behavioural profile.

### Who should attend?

Any manager or team leader who is looking to increase their management capability. Ideally suited for those new to leading people.

### Outcomes

- At the end of the programme you will know how to use your new skills to lead and manage people.
- You will learn positive leadership skills, practical strategies and tools to increase engagement and collaboration.

### Could your team benefit from this workshop?

All our workshops can be tailored to best meet the needs of your staff and your business. Hold it at yours, or hold it at ours – what works for you, works for us. Discounted team pricing available on request.

This programme is registered with the Management Capability Development Voucher Fund. You may be eligible to receive 50% discounted training. Ask us how.

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# New Zealand Certificate in Business

First Line Management : Level 4



**Build leadership capability in your business.**

Six programme modules:

1. Leadership, self-leadership, team development, roles and responsibilities of a leader
2. Managing performance excellence; planning, standards and development
3. Behavioural styles, communication, conflict management and emotional intelligence
4. Giving and receiving feedback, managing and dealing with poor performance, building rapport
5. Creating and maintaining high performing individuals and teams through coaching.
6. Personal efficiency and effectiveness, work habits, planning and prioritising.

## Six half-day modules

9:00am – 1:00pm

### What's it about?

- Would you like to develop skills and techniques to lead and manage people?
- Are you looking for ways to increase productivity and efficiency in your workplace?
- Do you want to work and study at the same time?

The New Zealand Certificate in Business, proudly bought to you by the Waikato Institute of Leadership and Sport Studies, in partnership with Everest are now accepting registrations.

Our New Zealand Certificate in Business First Line Management is interactive, practical and enables participants to learn authentic leadership skills. This programme is workplace based, focussed on your industry and supports business principles.

The learnings from attending each module will relate directly to your workplace. Participants have the optional opportunity to work on a specific project that will have an operational focus, that

involves the implementation of a current workflow process, or the identification and implementation of change.

### Who should attend?

Any manager or team leader who is looking to increase their management capability and back it up with a recognised qualification. Ideally suited for those new to leading people.

### Outcomes

- At the end of the programme you will receive a nationally recognised qualification.
- You will know how to use your new skills to lead and manage people.
- You will learn positive leadership skills, practical strategies and tools to increase engagement and collaboration.

This programme is registered with the Management Capability Development Voucher Fund. You may be eligible to receive 50% discounted training. Ask us how.

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