

## Flexibility and Adaptability Coping with a changing environment

Designed specifically for improving client relationships, both inside and outside the workplace. This workshop focuses on developing the ability to adopt new ways of thinking, adapting behaviours and working styles to suit different environments and about creating better working relationships with customers, colleagues, suppliers and other people with whom you will have contact. This programme will help you explore the culture of 'people do business with people', and learn how business can be affected by people's attitudes and behaviour towards others.



### Workshop outline

- Understanding ourselves
- Working relationships
- Stressful situations
- Behavioural flexibility
- Adapting to change

### Workshop Outcomes

- Understanding the 'Logical Levels of Human Behaviour'.
- Focusing on the right priorities.
- Our personal 'criteria' - how they affect our thinking and behaviour.
- How 'Filters of Perception' shape our beliefs and values.
- How our attitudes affect other people and the way they behave towards us.
- Assertive behaviour and dealing with 'difficult' people.
- Managing our personal 'state'.

## Trevor Edwards



Trevor has extensive business experience in senior management positions with several blue-chip organisations. During this time he headed up operating divisions for three companies, managing sales, marketing and production teams and leading successful change management programmes.

Trevor's working life has mostly centred on working directly with people from all walks of life, developing their potential, facilitating personal change and transforming groups of individuals into successful, motivated teams.

A specialist in Neuro Linguistic Programming and a Certified NLP Master Practitioner and Trainer, Trevor designs and delivers NLP programmes that combine experiential learning with the practical application of the tools and techniques, enabling others to increase their personal effectiveness and make positive and beneficial changes in their personal and business lives.

Trevor is able to make the training real and relevant, helping people to develop their inner strengths, expand their thinking and communicate more effectively.