

Riding the waves of change

- Think more about my own wellbeing
- Accept the transition curve exists – don't fight it!
- Prioritise and rationalise the different stages of projects.
- Find 'anchor' in things that are certain.
- Think about change as a constant that, ultimately, is inevitable.
- Hopefully understand other people better.
- Look after myself more during next change.
- Assess, discuss, analyse potential outcomes and plan ahead.
- Be more accepting of change.
- Apply more self-awareness through change.
- Be more aware of how change affects me and others.
- Analyse steps to deal with change.
- Be positive!

Power of perception, enhancing your resilience

- Look at situations from different angles.
- Looking at things from different angles.
- Think about why I'm doing something, look for positives/learning.
- Look at how I can turn more positive and not always focus about negatives.
- Try to apply strategies suggested for negative self-talk and for dealing with negative perceptions.
- Reframe and reframe some more!
- Take a broader and general view of situations I, initially, perceive as negative.
- Change the way I think/perceive things.
- Think broad and positive.
- Engage in positive self-talk.

Managing people through change (management session)

- Adapt engagement techniques to stakeholder types.
- Look at resistance from a different perspective.
- Thinking more carefully around how I handle people against change.
- How to handle change meetings and negative groups.
- Think before acting.
- Apply to my team when involving them in change projects.
- Consider where team members are in the process.

The art of being assertive

- Apply techniques! (Different ways to say 'no', techniques to unblock/diffuse)
- Use assertive behaviours instead of passive/aggressive.
- Use the tips and theories to develop assertiveness
- Be crystal clear!
- Consider my reactions.
- Say 'no' better.
- Change my language a little.
- Better ways of saying 'no'.
- Think before I speak.
- Clarity of expression on being assertive.
- Conduct myself in a more assertive/influential way

Influencing others, understanding values

- Adapt myself to influence my dealings with others.
- Have more structure in situations I need to influence.
- Take a more structure approach.
- Compare benefits with values.
- Listen more and try to reflect.
- Understand others' values better.
- Try to understand what benefits others.
- Look at process, identify cons and pros.
- Keep working on my listening skills.

The art of feedback (management session)

- Provide more developmental feedback.
- Consider best approach to feedback.
- Be more confident in my approaches and offer positive feedback more often.
- Plan how my feedback is given in future.
- Give more positive feedback more regularly.

Understanding yourself and others

- Be more conscious of differences.
- Adapt management and my own working style.
- Consider everybody's valuable contribution.
- Be more mindful of others and slow down!
- Consider who in my team is in which groups.
- Work harder to develop strategies to work with others.
- Interact with and understand others better.
- Be aware of why people behave the way they do and of my own behaviours.

Introduction to T.A. (Transactional Analysis)

- Analyse behaviours more often.
- Consider personalities more in my teams
- Try to be aware of my personal style and others. Identify and stay away from drama!
- Look for the drama triangle happening and step out.
- Consider my actions
- Be more conscious.
- Thinking more when in potentially difficult situations.
- Understanding others and breaking the cycle of drama.
- Not get sucked in to drama.
- Use more adult behaviour as a management tool.

Effective Coaching (management session)

- Coach my staff rather than answer questions and use methods to set clear goals.
- Apply the questions and the POISED model in my work and life more often.
- Ask for help!
- Ask more questions when dealing with people.
- Consider how one can use the questions when coaching.
- Consider my work and personal goals differently.