



LEARNERSHIP DEVELOPMENT PROGRAMME

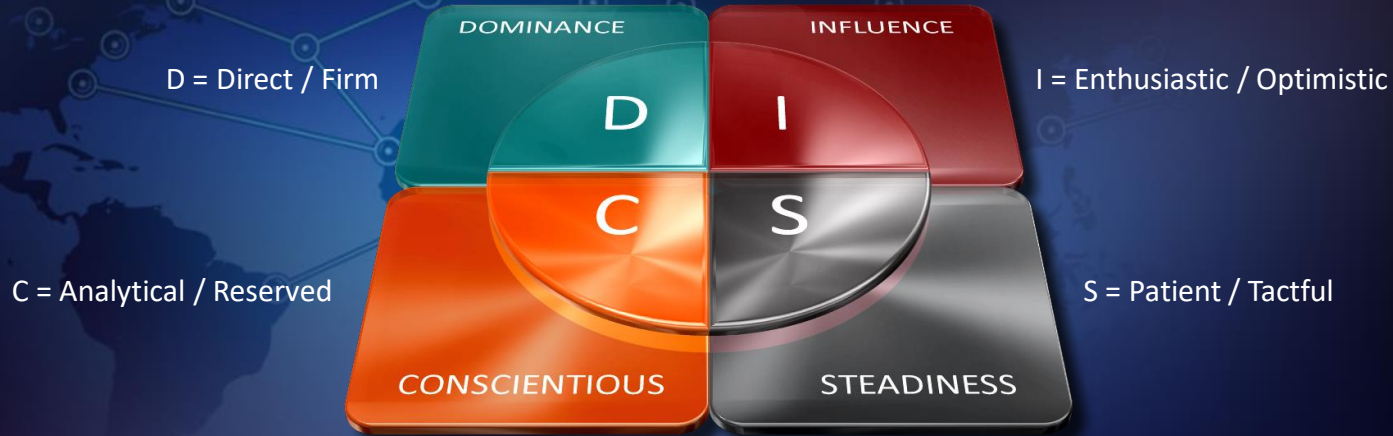
EFFECTIVE COMMUNICATION AND PSYCHOLOGICAL
SAFETY WITHIN THE WORK ENVIRONMENT

xx/xx/xxxx (date)

EFFECTIVE COMMUNICATION WITHIN THE ORGANISATION



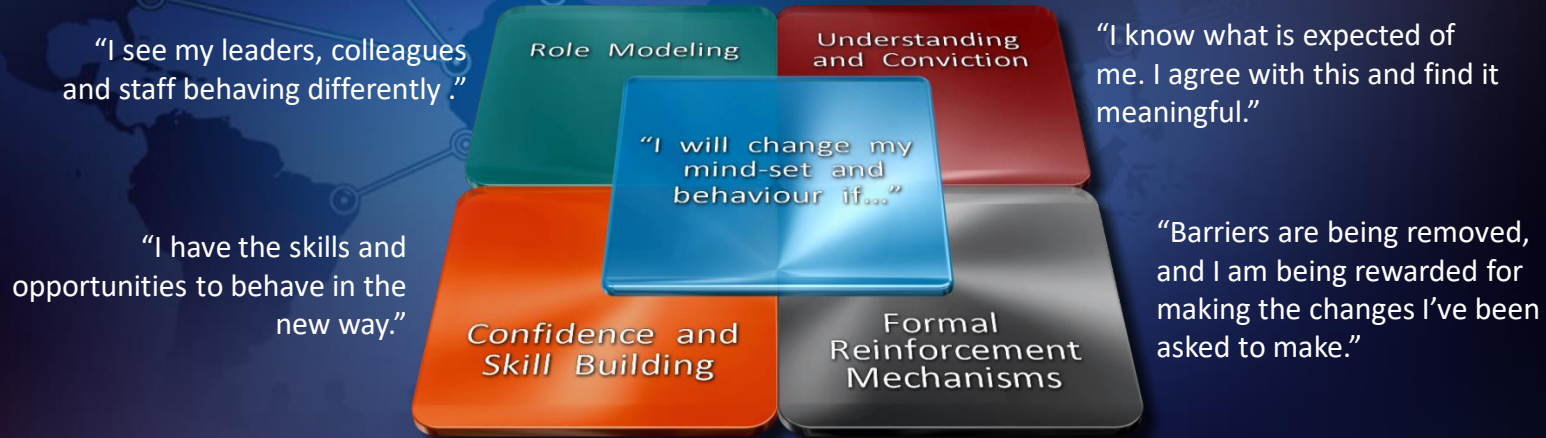
DISC ANALYSIS – PERSONALITY STYLES



- 12 Personality Styles
- For effective communication it is important to understand personality styles
- Focus on strengths of each personality style, instead of overusing limitations
- Individual growth

INFLUENCE MODEL

The influence model is a proven way to shift mind-sets and behaviour sustainably.



- Being the change you want to see
- Open communication within teams and across the region
- Giving recognition to staff who perform well, making them feel a part of something bigger

PSYCHOLOGICAL SAFETY IN THE WORKPLACE



PSYCHOLOGICAL SAFETY IN THE WORKPLACE

“There’s no team without trust.” – Paul Santagata, Head of Industry – Google

- Highest performance teams = psychological safety
- The belief that you won't be punished when you make a mistake
- Studies show that psychological safety allows for:
 - Moderate risk-taking
 - Speaking your mind
 - Creativity
 - Sticking your neck out without fear of having it cut off
- These are the types of behavior that lead to market breakthroughs
- The same rules need to apply for all employees
- An employee that feels appreciated will always do more than what is required



WILL/SKILL MODEL

High Will

GUIDE

- Tap into motivators
- Identify constraints
- Praise and endorse

DELEGATE

- Provide freedom to do the job
- Encourage additional responsibility
- Take appropriate risks

DIRECT

- Provide clear briefing
- Provide frequent feedback
- Close supervision

ADVISE

- Identify reason for low will
- Motivate
- Monitor and provide feedback

Low Will

Low Skill

High Skill

OWNERSHIP MODEL

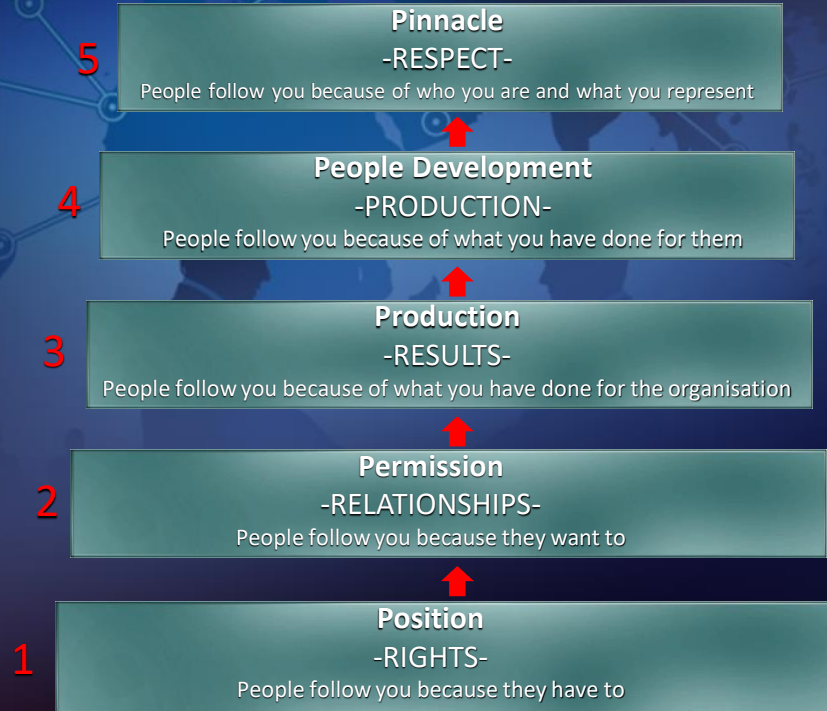


- Not effective and sustainable if psychological safety is not present in your working environment
- Transform your leadership behaviour



5 KEY LEADERSHIP BEHAVIOURS

The 5 Leadership Behaviours you need to boost employee engagement



THE ROAD TO SUCCESS

NAME AND SURNAME



COLLEAGUE EVALUATION

AIM: To create an understanding of what my colleagues think of me and to act on the results

Colleague Evaluation Form (Confidential) Sample size = 23

| Result | Communication | Behaviour | Team Work | Support | Friendliness |
|--------|---------------|-----------|-----------|---------|--------------|
| Score | 4.1 | 4.0 | 4.0 | 4.1 | 4.2 |

Ratings: 1 = Poor 2 = Needs Work 3 = Acceptable 4 = Good 5 = Exceptional



I AM FABULOUS!
NAME AND SURNAME



ICEBERG MODEL



OVERCOMING VULNERABILITY

NAME AND SURNAME



PROGRAMME IMPACT

I thought that when I was grown-up I'd no longer be vulnerable. I have learnt that to grow up is to accept vulnerability... to be true to myself." Talia de Villiers



CONCLUSION

The law of attraction: *“Under the Law of Attraction, the complete order of the Universe is determined, including everything that comes into your life and everything that you experience. It does so through the magnetic power of your thoughts.”*



The image features a dark blue background with a faint world map. A glowing blue wireframe hand, representing artificial intelligence, reaches out from the left. A human finger from the right reaches towards it, with a bright light emanating from the point of near-contact. Above the hands, a network of nodes and lines is visible, with a series of right-pointing chevrons indicating a flow or direction.

THANK YOU