

INTUITION

Trending Topics



PERFORMANCE SERIES

ISSUE 1
2017

ABOUT US

Intuition is a premier learning consultancy and valued partner to global financial services organizations.

Our Services

Intuition is a truly international, professional education business with a proven track record in developing learning solutions for Fortune 500 organizations around the world.

We are highly attuned to our clients; sensitive to the requirements of globalized businesses, as well as their local needs. Intuition is unique in having real expertise and competence in all areas of learning design and delivery, as well as deep domain knowledge in financial services – providing our banking clients with complete end-to-end solutions.

Through a combination of instructor-led courses, online learning, real-life and real-time scenarios, webinars and social learning, our innovative designs create dynamic, high-impact sessions that build business performance, knowledge and address the needs of every employee.

Our Global Presence

Established in 1985 and headquartered in Dublin, Intuition has sales and client service locations in Abu Dhabi, New York, London, Hong Kong, Singapore and Sydney.

Intuition's global presence allows us to support our clients' needs across all regions with Learning Consultants, Subject Matter Experts, Instructional Designers and Project Managers located worldwide.



Classroom Training

Intuition Performance Series

Professional Development

Transition Programs

Talent & High Performers

Financial Services

Risk & Audit

For more information please contact Stephen Feline,
Head of Blended Learning Americas:
sfeline@intuition.com / +1 212 838 7115

OUR TRAINING

INTUITION

PERFORMANCE SERIES



In the last two decades, the working world has rapidly advanced into a more complex and demanding environment. Corporations today are increasingly concerned about how to consistently maintain peak performance and levels of wellbeing from their employees - particularly those in fast-paced and high pressure environments.

Setting A New Standard

Professional skills training in the workplace has shifted drastically. While professional skills courses tend to cover the fundamentals of business etiquette and efficiency, they prove difficult to truly change embedded behaviors of the individual. Tools and techniques can be learnt but without an increase in awareness, an ability to embrace or rebuff stressors and change the maladaptive patterns of thought and behavior, these skills will eventually deplete.

Since the onset of performance training, workshops on mindfulness, stress and even emotions have dominated the more traditional 'soft skills' sessions. Yet, with a careful and creative blend of both professional skills and performance training, technical knowledge, business insight and emotional wellbeing is greatly enhanced. Wellbeing and corporate success are no longer at opposite ends of the workplace spectrum and this new breed of training proves how the two in fact unite to create 'peak performance'.

Change of Approach

Peak performance training has reinvented the classic corporate practices and systems. It has a proven, positive impact to the business and provides the individual with the skillset to feel *empowered*. By learning a new set of physical and mental disciplines, employees can operate with higher levels of business acumen and stressor awareness to achieve self-mastery - unique attributes that lead to an increase in development, determination and growth within any organization.

Who Are Peak Performers?

There is more to peak performance than merely coping with burnout or surviving through stressful situations. Equally, being a peak performer does not mean isolating yourself from others by being a forced, Type-A over-achiever. Peak Performance in its truest form is effortless. It is a distinct combination of consistency, balance, fulfilment and energy. Top performers hold the highest ideals of commitment, determination and purpose.

Achieving Peak Performance in the workplace can be categorized through five key characteristics:

Awareness: Somatic awareness to surroundings, behaviors, interpersonal relationships and stressors.

Control of Effort: The ability to master energy levels; recognizing when self-renewal is required to achieve maximum output in the workplace.

Visualization: Practising mental rejuvenation and reflection, visualizing corporate success and enhancing personal performance.

Cognitive Skills: For strategic planning, motivation and attitude control.

Self-Programming: Developing a sharp mental focus; prepared for and feeling in control of any situation.

These characteristics allow individuals to move into complete self-management. To elevate new and existing skills to capacity and continuously push the limits of their potential.



CASE STUDY

trader psychology

Client: A financial services company; operating in over 30 countries; headquartered in New York.

Challenge: To develop a unique training program that highlights the psychological aspects of winning and losing a trade.

Solution: Intuition's solution was to implement intense, 3-4-hour group sessions that allowed traders to personalize their learning and actions and generated excitement about enhancing performance. We taught the traders key trading psychology principles and how to review and assess their own performance to ensure they are fully informed, mentally prepared and their attitude to risk is suitably adjusted to successfully execute a trade.

Sessions Included: 1:1 coaching, reflection, Risk Compass profiling for self-awareness, lifestyle assessments, access to audio, video links and articles and a live 72-hour Performance Assessment demonstration with cutting edge biofeedback technology.

Outcome: The program initially piloted to 15 desk heads in the Global Markets Division and has since been rolled out globally to all front office employees consistently receiving unprecedented feedback (4.9/5).

Enhancing Performance

Enhancing your performance is a personal process. This may include issues around confidence, concentration, dealing with losses or setbacks, coping with change, developing specific skills, improving decision making, managing emotions, dealing with stress and pressure, creating consistency, motivation, and modifying behavior.

Topics Include: Understanding Performance, Developing Awareness of Your Own Performance, Best & Worst Performances: What Is the Difference?, Thoughts & Behavior, Energy & Emotions and Practical Strategies.

Stress & Peak Performance

Excessive stress is extremely impactful on your performance. This course provides a deeper understanding of the stress response and how it affects and impacts performance. Attendees will develop a wide range of practical tools and strategies to increase levels of resilience, and perform more effectively when pressure and stress are high.

Topics Include: Developing Stress Awareness, Developing Resilience, Relaxation Techniques, Stressors: Signs & Symptoms and Mental Flexibility.

Decision Making Under Pressure

In this course, you will gain a deeper understanding of emotions and how they affect both decision making and performance. Participants will learn how to utilize and increase their emotional intelligence, to have a greater awareness of emotions, to be able to harness them and use them to their advantage when making critical decisions.

Topics Include: The Neuroscience of Emotion, Developing Emotional Intelligence, Harness Emotions for Enhanced Decision Making, Gut Feel and Activate & Assess for Peak Performance.

PEAK PERFORMANCE

High-Pressure Psychology

For those who are in a unique and challenging role where high demands, pressure and stress, uncertainty, risk taking and decision making all meet, it is not enough to simply focus on developing technical and knowledge based skills to achieve high returns. This course demonstrates how, in high performance environments, the level of performance will be markedly influenced by their psychology and their physiology, by mindset, mental toughness and energy.

Topics Include: The Neurobiology of Risk, Attention & Awareness, The Power of Perception, Performing Under Pressure, Decision-Fatigue, Lifestyle Stress, High Performance Habits and Mastery Approach.

Building Resilience

Harboring the knowledge, understanding and strategic skills to be capable in your role is a huge advantage to your professional success. However, many function at a level below their own potential - their full capacity. This same capacity is the essence of superior performance. This course awakens the mental, emotional and physical resources required to hit peak performance and build the resilience to get you there.

Topics Include: Demands vs. Energy, Always On, The Neurophysiology of Stress, Biofeedback Training, Recover for Resilience and Performance Lifestyle.

Focus & Emotions

In dynamic, reactive environments exhibiting situational awareness and behavioral flexibility are key to creating a controlled impact and outcome. Both skills are also at the core of a new breed of training - Focused Attention Training – that ensures you stay focused for longer and recover quicker.

Topics Include: Attention, C.I.A Training, The Decision Loop, The 4 Facets of Attention and Over-Focus.

Mind Fitness

Mind Fitness training presents practical strategies that are based on mindfulness based approaches. By helping attendees develop their performance through an enhanced awareness, greater attention and focus, improved emotion management and reduced stress reactivity, a better mind-body connection and a clear focus on taking effective action will allow you to enhance your performance in your personal and professional life.

Topics Include: Stress & Pressure, Energy & Performance, The Evolution of Mind Fitness, Focused Attention, Breath, Body & Movement and Daily Life.

Physical & Mental Wellbeing

Your best performances are achieved when you are in an engaged performance zone, combined with periods in the renewal zone for recovery. Of course, in work and in life we all sometimes find ourselves in the survival zone, or in more extreme cases the burnout zone. However, too much time spent in the survival zone is detrimental to your performance, your health and your well-being.

Topics Include: Survival vs. Performance, Enhancing Energy, Increased Capacity, Attention & Focus, Sleep, Exercise & Nutrition and Renewal.

Winning

‘Winners’ take a fundamentally different approach to life’s events and are equipped with the resources to reach their desired outcomes. This short, impactful seminar realigns the habits and conditioned behaviors so many of us have become reliant on – the same habits that don’t always allow us to ‘win’ when we want or need to – and offers clear, strategic action plans that ensure instant results.

Topics Include: The Formula for Success, How Habits Work, Replacing Bad Habits with Good, Why We Struggle to Win, When Losing is Acceptable and Communication & Behavior for Winning Outcomes.

PEAK PERFORMANCE

Campus to Corporate

‘Breaking-in’ to a new culture is essential to a graduate’s career start and while the technical induction is important in terms of early stage development, the professional skills needed to establish themselves and their reputation in the workplace are critical in terms of retention. This course is uniquely designed to help your organization manage the professional and cultural transition and ensure your graduates excel and do not ‘break away’.

Topics Include: What Is Important to Your Manager, Working with Different Generations, First Impressions, Providing Excellence, Values, Beliefs & Guidelines, Maximising Authenticity, Connections & Visibility, Enhanced Personal Reputation and Providing Value.

Personal Branding

We are most familiar with branding for companies but successful individuals build a brand that reflects their core values, the services they are offering and their true personality. In this personal branding course, you will find out how to express your most authentic self and how to bring more value to your work and to the target market that you serve.

Topics Include: Know Your Assets, Would You Buy You?, Defining & Designing Your Brand, Building Your Profile, Brand Statement and Social Media.

Social Media

We are all online in this switched on, always connected, 24/7 world. But are our messages reaching the right people in the right way at the right time? This short, impactful course provides useful hints and tips for maximising social media activities within a business or corporate environment.

Topics Include: Defining Social Media, The Power of Social Media: Vote, Boosting Sales, Building Your Base, Maximising Messages, Successful Information-Sharing, What to Ignore and Monitoring What Works.

“The rules have changed. We must engage with modern learners, of all generations, to transform the corporate identity to a place where everyone can live, work, create and innovate.”

Henry Lee, Intuition Lead Instructor

Empowering Modern Learners

While there is a tendency to focus primarily on the “challenge” of engaging Millennials in the learning experience, changes in technology and culture mean that your approach needs to adapt when designing solutions for all modern learners. All generations display a different set of behaviors and ideals; highly connected, digitally aware, achievement-orientated with higher expectations and a keenness to feel valued and appreciated at work. Senior Managers and Leaders are now finding that they cannot manage, develop or lead their teams in the way they did before. This course supports new managers or those who are struggling with retention or engagement in the modern age.

Topics Include: The World Has Changed, Adapting to the Modern Learner, The Change in Psychological Contracts at Work, Maximising Performance for Modern Learners, Value at Work and Recognition & Appreciation.

Stakeholder Management

Managing stakeholder expectations is a crucial part of both project and people management. Learning how to adjust style and approach to the needs of all those invested will ensure all attendees can plan and manage their interactions, ideas and innovations to the maximum effect.

Topics Include: Style, Communication, Maximising Feedback & Advice, Creativity & Innovation, Working with Different Generations, Road Map to Successful Influencing and Navigating Culture

PEOPLE PERFORMANCE

Motivation & Employee Engagement

Employee engagement can dramatically increase productivity, performance and, for some companies, profit. It is motivation in the workplace which can strengthen an organization and so it becomes critical for businesses to encourage and sustain it amongst their employees. This practical course is for all managers who want to get the best performance from individuals and teams.

Topics Include: Motivation – What Does It Mean to You and Your Team, Understanding the Psychology of Motivation at Work, Beliefs & Limitations, Raising Morale, Employee Engagement and Q12 Assessing.

Critical Thinking

Critical thinking is characterized by careful, exact evaluation and judgment. Thinking critically allows us to assimilate, analyze and synthesize key information to reach useful conclusions, ask key questions or even challenge the information that is given to us, rather than simply gathering and regurgitating data to form deduced conclusions.

Topics Include: Information Gathering, Multi-Perspective Thinking, Problem Solving & Decision-Making, Productivity & Performance, Tact & Strategy and Research & Analysis.

Service Mindset

You can't build loyalty but you can build preference. Despite exemplary, best-practice products and customer service we are in a time where post-recession customers are no longer as loyal to one corporation. To overcome the struggle to rise above the competition, this course provides an insight into implementing 'Signature Service' to enhance customer interest, satisfaction and 'stickiness'.

Topics Include: Customer Service, Client Relationships, The Winning Customer Service Mindset, Pitfalls & Opportunities, Customer Demands, Building Value and Customer Advocacy.



BESPOKE DESIGNS

We believe all classroom training should be **challenging**, **interactive** and, above all, **relevant**.

We design and deliver a comprehensive suite of programs using a combination of self-paced learning, virtual and instructor-led workshops. We combine highly interactive and **immersive**, instructor-led training with assessments, simulations and webinars to create **dynamic**, **high-impact programs** that build business performance.

Our learning emphasises variation - 'doing' as well as 'knowing', practical over theoretical and by working with our clients, we assess how best to design your sessions to suit both **business** and **participant needs**:

- *Core Objectives*
- *Duration*
- *Activities*
- *Learning Points*
- *Follow-Up Action Plans*
- *Evaluation*

PEOPLE PERFORMANCE

Persuasive Writing

Whether you are writing a marketing document for a client or an internal report for a manager, writing persuasively is an important skill. This workshop shows you how to adapt persuasive writing techniques designed to elicit a decision or action from your audience.

Topics Include: Knowing Your Audience, Clarify What Your Mean, Language, Grammar & Structure, Edit for Impact, Ambiguity, Influence Strategies.

Pitching Skills

Your pitch can often be the make or break to winning a new client or mandate. The pitch can often be an in-depth overview, but too many slides, varying data on slides, presenter reading verbatim from slides – and the audience connection is instantly lost, along with the pitcher's prospects. This program focuses on the delivery of a successful presentation to convey key messages in an engaging, impactful manner.

Topics Include: The Key Message, Framework, Delivery, Voiceworks, Body Language, Connecting through Language and Pitching in a Team. Includes activities and live presentations with group evaluations.

Presentation Skills

Presenting to key colleagues and clients can be challenging even to the most experienced presenter. Fundamental steps can overcome these fears and make presenting an exciting experience for both the presenter and the audience. This workshop is a practical course on how to prepare and deliver formal presentations and to manage your own, and others' contributions to a successful outcome.

Topics Include: Planning Your Presentation, Structuring for Clarity & Impact, Audience Factors, Working with Different Locations, Using Media Presentation Media, Delivery Factors (voice and body language) and Dealing with Questions & Challenges.

Communication at Work

Whether it's a water cooler chat or expressing your views in a meeting, getting your message across in an appropriate and persuasive way is important. This is a practical-based course that focuses on interpersonal communication for effective working relationships. You will work individually and in small groups on vocal and practical exercises, interactive discussions and role plays throughout the day.

Topics Include: Understanding Different Social Styles, Effective Communication Styles, Behavioral Skills for Face-to-Face Communication (expressing opinions, questioning, listening and summarizing), The Importance of Brevity & Clarity and Effective Communication via Email and Smartphone.

Business Writing Skills

Writing is one of the key forms of communication, whether a simple email or a complex report, delivering a clear and concise message helps both the author and the recipients. This course aims to strengthen your style and writing clarity and build skills in drafting, reviewing and editing for maximum impact.

Topics Include: Why Write?, The Reader-Writer Relationship, Getting through the Barriers, Before You Write, Structure, Summarising, How to Review Your Own Work and Writing as Collaboration.

Report Writing

High quality reports often form the basis of effective decision making within an organization. Presenting written communications in a readable and logical format is an important skill that you can learn. This course focuses on the key principles and practices of writing clear, concise and well-structured reports.

Topics Include: Essential Writing Skills, Alternative Report Structures, The Importance of House Styles & Conventions, Writing for Your Audience, Planning a Report, The First Draft and Reviewing & Proofing.

COMMUNICATION

Planning & Organization

Being able to deliver on time and on budget is a key skill, whether you are working on a major project or completing day to day tasks. This half day workshop teaches essential skills for managing yourself, your time and your work.

Topics Include: The Essentials of Planning, Regular Reviewing, The Day, Week & Month, Planning & Organizing Tools, The Importance of Synchronization and Task Management & Monitoring.

Time Management

Being acutely aware in how you utilize your time is a skill, even for the most highly organized and task-orientated individual. Using traditional strategies for balancing your workload can be effective but do not always embrace the differences between individuals' work styles. This course focuses on self-management behaviors and the personal relationship with 'Time' itself.

Topics Include: The Philosophy of Time, The Physiology of Time, Understanding Your Drivers, Self-Organization, Goal-Setting, Monitoring Tasks, Activities & Achievement and Prioritizing.

Creative Problem Solving

Whilst there are circumstances where the simplest answer is the best one, innovative and creative solutions are often needed to solve complex business problems. This course will explore the different paradigms that significantly impact the ways to identify and solve business issues. By learning to think creatively, attendees will develop the ability to resolve problems more efficiently and effectively.

Topics Include: Creating Time & Space to Think, Thinking Techniques, Linear & Lateral Approaches to Problem Solving, Brain Physiology & Activating Each Hemisphere, Practical & Relevant Ideas and Avoiding Future Obstacles.

Influencing Skills

Learning how to influence and persuade is one of the most valuable skills to have. Whether it's getting someone to see things slightly differently, to prioritize an activity or agree a plan of action we all need to influence. This course is for individuals who would benefit from an understanding of verbal and non-verbal styles and techniques to influence the actions of others without direct authority.

Topics Include: The Theory of Influence, Creating Rapport & Empathy, The Communication Dynamic, Influencing Styles, Adapting Your Impact, Power & Persuasion and Influencing in Practice.

Negotiation Skills

The ability to negotiate a scenario is now considered a key requirement in the workplace. Yet, true negotiation lies in a 'win-win' outcome. This workshop develops effective preparation and awareness techniques to achieve maximum results for both parties.

Topics Include: The Structure & Process, Understanding Personal Influence, The Psychology of a Negotiation, Key Language, Understanding & Adapting Behaviors and Anticipating Flashpoints.

Project Management

Effective project management can be a critical factor defining whether your business will succeed or fail; tight budgets and deadlines can demand the highest levels of performance and the working environment can present fresh challenges daily. This course provides a sound foundation in the concepts, methods and skills of project management whilst those with more experience will acquire new insights, broaden their expertise and extend their skills.

Topics Include: The Principles of Project Management, The Project Lifecycle, The Determinants of Success & Challenges, Negotiating for Success and Making It Happen.

EFFECTIVENESS

Business Etiquette

Working in a corporate environment requires an understanding of the code of conduct and behaviors that promote the organization's brand both internally and externally. This course helps attendees to present themselves and add value to every interaction in a professional, can-do, results-oriented manner.

Topics Include: Your Organization's Values & Principles, The PIE Model, The Importance of Credibility, Providing Value at Work, Professional Interactions and Maximise Professionalism.

Building Effective Relationships

Collaborating effectively with your colleagues and clients is critical to your success in an organization. Flat structures and dotted line reporting makes it important to develop trust. This workshop provides practical tools that can assist you to build and maintain constructive relationships at work.

Topics Include: Work Styles, Understanding Emotional Intelligence, Map Your Key Relationships, Behavioral Techniques for Managing Difficult Relationships, Connect & Communicate and Practical Tools.

Conflict Resolution

Having your team members work together effectively not only guarantees an affable, harmonious working environment but it ensures your organization produces the best, most successful results. This course focuses on attendees exploring their own personalities, work styles and behaviors as well as others to disperse potential conflicts and allow productive working relationships to thrive.

Topics Include: Understanding Yourself, Social Styles, Mapping Your Network of Work Relationships, Assertiveness & Responsiveness, Constructive Feedback & Influence, Negotiating & Difficult Conversations and Achieving Positive Reactions.

Workplace Mediation

Mediation allows people to reach an agreement; to 'sort out' differences or disputes and achieve a win-win outcome. Specifically, mediation in the workplace can help to reform professional relationships, communication difficulties and disagreements between colleagues or managers all of which can result in the company losing money and face when dealt with incorrectly. This course teaches individuals the various stages of mediation and how to secure constructive outcomes for all those involved.

Topics Include: Psychology of Conflict, When to Mediate, The Process of Mediation, Issues: Resolve vs Settle, Overcoming Obstacles, Negotiation in Mediation, Issues & Feelings and Skills & Strategies for the Workplace Mediator.

OUR INSTRUCTORS

Intuition programs are run by a network of highly experienced instructors, consultants and coaches each with the proven skills and knowledge to deliver engaging and informative workshops. Our expert faculty are selected to meet Intuition's high standards, both in practice and financial industry experience. With a wealth of finance-specific knowledge, all our instructors hold a combination of recognized qualifications, facilitation experience and senior-level corporate backgrounds.



EFFECTIVENESS

Introduction to Management

This program is designed to enable new managers and their staff to be highly effective in their roles. Attendees will learn about the key requirements of line management and be introduced to the essential interpersonal skills required for the effective management of teams.

Topics Include: Becoming A Manager, Management Styles, The Working 'Climate', Employee Engagement, Performance Monitoring, Managing Poor Performers, Goal Setting and Conducting Appraisals.

Sales Team Management

Being a manager often means leading by example. While you may have acquired the key skills to perform at your best, your team may still need the added support. This course focuses on three key areas of sales management; delegation, supporting individuals and motivating individuals and teams - our goal is to provide the key tools and techniques to enhance your sales team performance.

Topics Include: The Role of a Sales Manager, Goal & Target Setting, Forecasting & Action-Planning, Effective Delegation, Performance Management, Monitoring & Motivation and The Value Ladder.

Managing Remote Teams

With companies operating globally it is not uncommon for teams to be based in multiple locations. Being able to build trust and to motivate colleagues remotely is an important part of making a team successful. This practical course demonstrates how to effectively manage a globally dispersed team while improving influencing skills with colleagues from various backgrounds and cultures.

Topics Include: Personal Style, The Challenges of Managing Remote Teams, Cross-Cultural Issues, Remote Influencing, Virtual Communication, Successful Team Interaction and Managing Boundaries.

Leadership Styles & Their Impact

Good leaders are an enabling force, helping people and organizations to perform and develop. A good leader supports their team and encourages outperformance. A poor leader is one of the most common reasons cited for leaving an organization. This workshop is for leaders who want to create a positive working climate and promote employee engagement in this combination of classroom and coaching sessions.

Topics Include: Understanding Your Style, The Six Leadership Styles, EI Components, Behavioral Psychology, Exploring Cause & Effect, The Power to Influence, Honing Your Skills and Coaching

Transformational Leadership

This course is the essential introduction for leaders in an organization experiencing change. It is intended to set the direction for a cohort of leaders who will learn collaboratively and empower people to transform the quality of their work and performance in any given situation.

Topics Include: Understanding Transformational Leadership, Vision, Mission & Value, 'Galbraith' Factors, 'Litwin & Stringer's' Six Leadership, Continuing Development and Strategic Direction.

Leading Through Change

Learning and understanding some of the effects of change upon human psychology and behavior is vital to enable a way to lead organizational change most effectively. Learn about useful change planning and implementation tools during times of change and conflict while leading with competence and confidence.

Topics Include: The Upside/Downside of Change, Why People Resist Change, Working with Resistance, Transition Curve, Easing In, Building Commitment, Moving Forward and Kotter's 8-Step Change Model.

MANAGEMENT & LEADERSHIP