



Maintain your competitive edge. Make sure your critical personnel remain motivated, effective and **productive**... despite these challenging economic times!

... Managing Conflict through the Gentle Art of Influence

... Achieving Goals through Negotiating for Success

... Driving Results through the Power of Persuasion



Professional Effectiveness Skills Workshops

Kiki Maureys
SUCCESS-4-YOU TRAININGS

"unlocking your ambition... for life!"



Managing Conflict through the Gentle Art of Influence – Professional Effectiveness Training

WHO FOR?

Managers, Team Leaders, Departmental Heads, Change Leaders, Project Leaders, Meetings Chairs.

WHY UNIQUE? No substitutes - these trainings are delivered by Kiki Maurey via tried-and-tested methods that are fast-paced and highly effective. By utilising humour, peer experience, practical examples, stories and simple tools, delegates engage their deeper intellectual and emotional processes to ensure learning is better integrated and delivers longer lasting results.

WHERE HELD?

In-house, or at a suitable venue on your approval.

WHAT WE KNOW... is that we are influencing ourselves and others around us whether we are effective at it or not. Getting this right gives us a real 'competitive edge' to our work. You and / or your team will acquire top tips for effective influencing, and be regarded in a new and more positive light.

For years people have been asking me how they can become more influential in work, in managing teams, and in gaining business customers. This is especially relevant for managers taking on new team members perhaps after merger and reorganization, or for people

wishing to be much more effective in meetings, or even in managing conflict or challenging colleagues in a more positive way.

More and more people are learning how to improve their effectiveness by a better understanding of how to build rapport, how to be more aware of their non-verbal communication, and how to get more of what they want but without damaging valued relationships. This is especially true in our globalised world where there is apparently, only 6 degrees of separation between us all!

WORKSHOP OBJECTIVES:

to acquire a practical knowledge of how to influence positively by better managing difficult and challenging situations. You will become much better at:

-  **understanding others**
-  **managing conflict**
-  **reconciling differences**
-  **problem solving with others**
-  **relationship management**



“This is an incredibly cost effective skills workshop that inspires and motivates staff”

Kiki Maurey's
SUCCESS-4-YOU TRAININGS

“unlocking your ambition... for life!”

The main components of this 6-hour (incl. working lunch break) workshop:

- Establishing your individual agenda / current challenges
- Reviewing factors in personal confidence and professional effectiveness
- TOOLKIT: Learning key principles for being more influential
- Acquiring skills for defusing difficult situations
- Increasing awareness of body cues and verbal signals
- Developing strategies for achieving better outcomes
- Utilising the workshop to action plan and improve career / business prospects

Influence Skills Workshop Price / Programme Details:

This workshop is designed for groups of a minimum of 10 to a maximum of 20 people.

Influence Skills Workshop includes materials, ie:

PowerPoint Presentation
A5 Workbook & Handouts

Influence Skills Workshop Costs: Training fee £1,500 (by arrangement) excluding venue & catering costs, my travel, accommodation / subsistence at cost, plus vat @ the prevailing rate.

Influence Skills Workshop Unit Costs, for example:

for 10 people attending, training cost per head is £150, excl. vat

for 15 people attending, training cost per head is £100, excl. vat

for 20 people attending, training cost per head is £75, excl. vat

INTERESTED?

If you'd like to run this highly effective programme in-house for your business, organisation, team or network, then give me a call to discuss your requirements:

Mobile 07760 270 392

Email kiki@kikimaurey.com

Office 023 8028 2061

"This is an incredibly cost-effective training and professional development investment for all staff, but especially those staff needing to become more confident, more impactful, better communicators, more influential in meetings and more effective with other teams and customers alike. It delivers real and concrete business benefits!"

"The ability to influence effectively is a 'must-have' in today's stressed and competitive environment"

Kiki Maureys
SUCCESS-4-YOU TRAININGS

"unlocking your ambition... for life!"



**“A very interesting
and at times a very
challenging day!”**

Achieving Goals through Negotiating for Success - Professional Effectiveness Skills Training

WHO FOR?

Business Owners, Managers, Team Leaders, Customer facing Staff Leads, Sales & Relationship Managers.

WHY UNIQUE?

No substitutes - these trainings are delivered by Kiki Maurey via tried-and-tested methods that are fast-paced and highly effective. By utilising humour, peer experience, practical examples, stories and simple tools, delegates engage their deeper intellectual and emotional processes to ensure learning is better integrated and delivers longer lasting results.

WHERE HELD?

In-house, or at a suitable venue on your approval.

WHAT WE KNOW... is that although we live and breathe negotiations as part of everyday human interaction, few of us give a moment's thought to how we can improve our negotiating style, or how we may adopt a more informed and conscious process to our everyday relationships.





This is a fast-paced and sometimes challenging event, but with great outcomes. Be prepared to have your preconceptions about what makes a good negotiator, thoroughly challenged and changed.

'Negotiation' has been described as 'the game of life' and 'the art of finding solutions'. It's a continual process in everyday life, with family members, neighbours etc. Negotiation is like-wise taking place in the workplace with our boss, our colleagues, other line managers, and in our teams.

We are also engaged in negotiation whenever we try to influence others, manage conflict, reconcile differences, solve knotty problems with others, dispute resolution, or just by making everyday decisions with others.

Now more than ever, it's vital that we get very effective outcomes from our negotiating interactions. We need to conduct successful deals with suppliers, contractors and our own internal teams.

WORKSHOP OBJECTIVES: to enable you to learn how to implement effective negotiation tactics, not only to get what you want, but also to keep important work and business relationships intact by:

-  **reviewing 'classical' negotiation tactics**
-  **understanding the implications of what you want**
-  **better management of your emotions**
-  **understanding the implicit 'rules' of negotiation**

Main components of this 6-hour workshop (incl. working lunch break):

- Identifying your agenda / current work or business challenge(s)
- Examining assumptions around negotiation
- Reviewing your own negotiation style
- TOOLKIT: Learning what successful negotiators do
- Scenario work
- Best practice to suit your personal style
- Developing strategies for achieving better outcomes at work / in the business

Negotiating Skills Workshop Price / Programme Details:

This workshop is designed for groups of a minimum of 10 to a maximum of 20 people.

Negotiating Skills Workshop includes materials, ie:

PowerPoint Presentation
A5 Workbook & Handouts

Negotiating Skills Workshop Costs: Training fee £1,500 (by arrangement) excluding venue & catering costs, my travel, accommodation / subsistence at cost, plus vat @ the prevailing rate.

Negotiating Skills Workshop Unit Costs, for example:

for 10 people attending, training cost per head is £150, excl. vat

for 15 people attending, training cost per head is £100, excl. vat

for 20 people attending, training cost per head is £75, excl. vat

“Kiki was very motivational and ran an excellent training session. I really enjoyed it and found the knowledge invaluable both in business, and in my personal life.”

INTERESTED?

If you'd like to run this highly effective programme in-house for your business, organisation, team or network, then give me a call to discuss your requirements:

Mobile 07760 270 392

Email kiki@kikimaurey.com

Office 023 8028 2061

'The ability to negotiate effectively helps our sales targets and maintain great customer relationships'

Kiki Maureys
SUCCESS-4-YOU TRAININGS

“unlocking your ambition... for life!”



“The best course I’ve ever attended, really got me thinking differently.”

Driving Results through the Power of Persuasion - Professional Effectiveness Skills Training

WHO FOR?

Business Owners, Marketing, PR & Communications Leads, Heads of Customer Care, Service Team Leads, Service Departmental Heads.

WHY UNIQUE?

No substitutes - these trainings are delivered by Kiki Maurey via tried-and-tested methods that are fast-paced and highly effective. By utilising humour, peer experience, practical examples, stories and simple tools, delegates engage their deeper intellectual and emotional processes to ensure learning is better integrated and delivers longer lasting results.

WHERE HELD?

In-house, or at a suitable venue on your approval.

WHAT WE KNOW... is that in order to be more successful in managing others, in managing our business, in managing effective communications with customers and users, that understanding what makes others tick is vital. More and more business and organisational leaders are utilising behavioural psychology to help get their message across and to ‘nudge’ people to change their behaviour.

There’s a science to being more persuasive. So says

behaviourist Professor Cialdini who’s powerful yet simple principles of persuasion can enhance business, career and life goals.

With the credit crunch and economic mayhem there’s a real need to ensure that business investments in marketing, PR and communications are effectively targeted and deliver the right outcomes. You can learn how to achieve these in this fast-paced fun-packed, yet effective workshop.

Not rocket science, not business school speak, not jargonistic, just the application of 7 Great Dimensions of the Power of Persuasion! Be prepared to have your assumptions about what makes for a powerfully persuasive approach, challenged in an enlightening and dynamic way!

We need also to be much more effective with our customers as reputational damage can hugely effect our business profile and brand.

WORKSHOP OBJECTIVES: join others who have mastered ‘persuasion power’ for the benefit of their career progression / business outcomes, gain a practical understanding of:

Kiki Maurey's
SUCCESS-4-YOU TRAININGS

“unlocking your ambition... for life!”



how 'persuasion' delivers a competitive edge



your current 'persuasion skills' status



what predisposes staff, customers and suppliers to say 'yes'



the importance of relationships



how (quickly) to improve your 'persuasion skills' status

Main Components of this 6-hour workshop (incl. working lunch break):

- Identifying your current challenge(s)
- Reviewing what works, what do we think we know?
- TOOLKIT: the 7 dimensions to the Power of Persuasion
- Putting new principles into practice, modelling new behaviours
- Individual & team action planning for your ongoing success
- Developing strategies for achieving better outcomes at work / in the business

Persuasion Skills Workshop Price / Programme Details:

This workshop is designed for groups of a minimum of 10 to a maximum of 20 people.

Persuasion Skills Workshop includes materials, ie:

- PowerPoint Presentation
- A5 Workbook & Handouts

Persuasion Skills Workshop Costs: Training fee £1,500 (by arrangement) excluding venue & catering costs, my travel, accommodation / subsistence at cost, plus vat @ the prevailing rate.

Persuasion Skills Workshop Unit Costs, for example:

for 10 people attending, training cost per head is £150, excl. vat

for 15 people attending, training cost per head is £100, excl. vat

for 20 people attending, training cost per head is £75, excl. vat

"The best course I've attended – time to evaluate our 'performance' and also some really practical strategies and tips to take back and use in our business."

INTERESTED?

If you'd like to run this highly effective programme in-house for your business, organisation, team or network, then give me a call to discuss your requirements:

Mobile 07760 270 392

Email kiki@kikimaurey.com

Office 023 8028 2061

'Everyone's talking about the 'power of persuasion' to change behavior in a positive way'

Kiki Maureys
SUCCESS-4-YOU TRAININGS

"unlocking your ambition... for life!"



Kiki Maurey Consultancy Ltd

Professional Effectiveness Coach-Mentoring, Trainings,
Consultancy, Inspiring Keynotes

Web www.kikimaureyconsultancy.co.uk
Twitter www.twitter.com/kikimaurey
LinkedIn <http://uk.linkedin.com/kiki-maurey>
Blog www.kikimaurey.com

Kiki is described by Barclays as "one of the best keynote speakers/facilitators in the country", and by Warwick Business School as "world class", having delivered to over 7,000 SMEs over the past few years, including delivering the acclaimed Barclays national road show seminars 'Let's Talk... More Profit', '... Bright Marketing', '... Green Business' to SMEs up and down the country, 'Beat the Credit Crunch' and her highly acclaimed 'Rocket Fuel: get ahead of the competition' road shows for Business Links.

Holly House, 31 Queens Road, Lyndhurst, Hampshire SO43 7BR, United Kingdom

T: +44 (0)23 8028 2061 · M: +44 (0)7760 270 392 · Skype: kikimaurey

©2011 Kiki Maurey. All rights reserved | Kiki Maurey, asserts her copyright to all the material in this document (unless otherwise stated).

What customers say:

"Fantastic! Really inspired me and gave me confidence to move on through barriers I've been worrying about. Thank you!"

"An excellent day, fun, practical and timely. Lots of 'food for thought' which really challenged some of my assumptions about how to get the most out of staff, and how to better communicate with clients."

"It was rewarding to develop 12 Influencing Skills workshops with Kiki Maurey. From the outset she challenged our planning team. But, crucially, she listened and responded to what we had to say. This meant that her workshops were practically relevant to our particular needs. The feedback from individuals participants speaks for itself demonstrating, as it does, the impact of the workshops."

If you'd like to run any of these 3 highly effective programmes in-house for your business, organisation, team or network, then give me a call on 023 282 061 / 07760 270 392, or email me at kiki@kikimaurey.com

