



MIND MANAGEMENT MECHANISMS

""Seek first to understand, then to be understood." — S Covey

The way a message is delivered can influence how it is received. Words and phrases matter, but so do body language, tone, listening skills, empathy and reasoning. This course explores how people process information and why the same message can produce very different reactions. Participants will examine the role of assumptions, emotions and past experiences in shaping responses. The session also looks at how subtle changes in communication can influence understanding, trust and decision-making. Previous participants have been flabbergasted at how subtle changes to the message can generate more willingness to eagerly comply and/or acquiesce. Through practical activities and examples, participants will learn how to frame messages more effectively, listen with intent, build rapport and communicate in a way that increases engagement and positive outcomes.

Key Course Content:

- Recognise how thoughts influence emotions and behaviour
- Identify common thinking traps and cognitive biases
- Understand the connection between stress and decision-making
- Develop greater self-awareness and emotional regulation
- Recognise personal triggers and automatic reactions
- Apply practical techniques to challenge unhelpful thinking
- Maintain perspective during difficult situations
- Build habits that support resilience and positive thinking
- Practise listening without judgement jumping
- Discover the top 3 acquiesce triggers
- Develop strategies to remain calm and focused under pressure



Target Audience:

The course can be tailored for the specific cohort.



Duration:

This course is available as a 1-day course or a truncated ½ -day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisation's.



Group Size:

We recommend a group size of 6-12 people.