

## MBA Skills Development Programme 2009/10 – Workshop Outlines 2A

### Coaching skills

A key skill for effective managers is to encourage the performance and development of their staff. We will introduce a simple coaching model can help you to work with others to set goals and implement action plans. You will then practise skills and techniques to enable others to take responsibility for their learning.

### Creative problem-solving

A practical workshop designed to learn about, and experience, creative approaches to organisational or individual problem solving. With information provided on the frameworks for creative thinking, delegates will be able to try out a wide range of techniques and evaluate them for their own contexts.

#### KEY CONTENT

- Underlying bases of creative approaches
- The organisational context; barriers and enablers
- Managing the processes
- Techniques for stimulating creative thinking

In a climate of frequent change, people need strategies and tools to fix things effectively, efficiently and elegantly. The skills of creative thinking, applied to problems in a structured way, can make more effective and informed decision making. Creative problem-solving techniques will help build your own critical thinking skills, and will support your learning processes.

### Feedback skills

One of the greatest learning resources available to you on the MBA is your colleagues. Learn how to give (and receive) constructive feedback in a helpful way to support each other and your development. We will also consider the relevance of these skills to managers.

### Listening and questioning skills (2 workshops)

Managers spend much of their time listening and asking questions, whether in meetings, interviews, to solve problems or to build relationships. How effectively do you use these skills? Find out the difference between passive and active listening and what interferes with our ability to listen. We will also practise using a range of questioning techniques to elicit information, to check that our listening is effective and that messages are received and understood.

### Myers-Briggs Type Inventory (MBTI)

Have you ever asked yourself some of the following questions?

- Why do I feel the way I do in this situation?
- Why does he/she always annoy me?
- Why do they act so differently from me?
- How can I build stronger relationships?
- Why does this situation create stress in me?
- How can I become a better person?
- Can I improve my relationships at work?
- Nobody seems to feel/think as I do.

If so, then this course may be able to help. It uses a popular personality measure known as MBTI (Myers Briggs Type Indicator) to help people gain a greater understanding of themselves and others. Such insights can lead to unlocking the potential that is within each of us resulting in improved relationships, both at home, in our work and in our social lives.

The Myers Briggs Type Indicator (MBTI) uses a personality questionnaire that helps people to understand their own preferences in how they live their life. It was designed by Katherine Cook Briggs (1875-1968) and her daughter, Isabel Briggs Myers (1897-1980) and is based on ideas developed by the Swiss psychiatrist Carl Jung. After more than 50 years of research the current MBTI is now widely used in

- Industry and commerce for training in areas such as leadership, team building, communication and conflict.
- Education for careers advice and an appreciation of learning styles.
- Counselling work for helping people to more successfully understand themselves and others.

Although the thinking behind the MBTI is both thoroughly researched and academically rigorous, this course is down to earth, insightful and a lot of fun. The aim is to focus on the practical implications for our lives, so that we can grow in maturity, effectiveness and wholeness. Each session combines teaching by the course leader and a variety of simple group tasks. You will learn a great deal about yourself and others and there is a great deal of enjoyment.

There is a brief questionnaire to complete prior to the beginning of the course. The workshop is offered as a one-day event.

## **Negotiation skills**

### **AIMS**

- To increase the awareness of the process of negotiation
- To provide a framework for preparation and management of that process
- To enable understanding and analysis of the key stages of a negotiation
- To identify individual and team techniques

### **CONTENT**

- Strategies, styles and methods
- Planning, controlling and concession making
- Dealing with breakdown/deadlock and finalising deals
- Key verbal/non verbal techniques
- Positional and collaborative bargaining methods

## **Presentation skills**

An opportunity to practise making a presentation in a formal setting and to receive feedback to support your development. You will need to prepare a 10 minute presentation in advance on one of the following topics:

*"Lessons that you can learn from my life"*

*"Pigs might fly: what do I hope for in life and what is likely to be beyond my reach?"*

*"My favourite past-time" OR*

*"What makes a skilled presenter?"*

**Reflective learning**

Reflection enables us to make sense of our experiences and to identify lessons for the future. An opportunity to practise a range of approaches to reflection and to consider some qualities of reflective writing.

**Use your voice**

Practise a range of techniques used by actors to develop the effective use of your voice in any situation: presenting, running meetings or everyday conversations.

The first workshop will focus on exercises to discover the potential of your voice to speak more powerfully, clearly and using a fuller range of vocal expression.

You will then meet again four weeks later to review the impact of these techniques and identify any further areas for development.

Please wear loose-fitting clothes to allow you to breathe properly!