



Human Skills

1 or 2 day seminar
introducing the five
Human Skills

HARD SCIENCE FOR HUMAN SKILLS

Behavioural Intelligence is the capability to observe, identify, articulate and leverage behaviour and the speed with which it is done. Individuals with high Behavioural Intelligence detect and identify additional aspects of behaviour. In so doing they derive more meaning from the behaviour of others by reducing the inherent ambiguity. These individuals are better able to use this information to form stronger relationships faster, are able to influence the decisions of others, deal with their emotions. They are adept at detecting deception and have a heightened understanding of others motivations and issues.

High level Behavioural Intelligence provides increased effectiveness and efficiency in all human interactions.

Behavioural Intelligence is comprised of five human skills each of which interacts with and is dependent upon the others. Excellence in any one area does not constitute an overall excellence in Behavioural Intelligence and often people will have intuitively developed one or more of these skills over their lifetime.

This seminar, which is not available from any other company in Australia, provides an introduction to the Human Skills and will allow participants to gain an understanding of each of the Human Skills and gauge how effective they apply them.

The five human skills are:

- Reading People
- The Role of Emotion
- Building and Testing Rapport
- Decision Making
- Influencing People

Who should attend?

Anyone dealing with people where understanding and applying Human Skills would be beneficial. Practitioners who would gain advantage from better managing human interactions to achieve faster and more productive outcomes.

Latest public course schedules, dates, prices and locations are posted at www.newintelligence.com.au

Private group courses are also available at fixed group rates.

Human Skills



New Intelligence is the home of Human Skills – and Australia's only provider of Human Skills training.

Case Study

In their ground breaking book, Human Sigma, Fleming and Asplund cleverly use an excerpt from the movie Terminator 2: Judgement Day to illustrate the typical executive and managerial attitude to humanity in the workplace:

John Connor: "Can you learn stuff you haven't been programmed with so you could be, you know, more human? And not such a dork all the time?"

The Terminator: "My CPU is a neural net processor, a learning computer. But Skynet presets the switch to "read only" when we're sent out alone."

Sarah Connor: "Doesn't want you doing too much thinking, huh?"

The Terminator: "No."

Unfortunately technology and systems have failed to provide the expected infallibility that they promised and the need for Human Skills is becoming more obvious every day. Human Sigma again provides the rationale for this,

"Put simply the problem is this: Even the most perfectly designed and built process or system is only as good as the human being who uses it. And, for many executives, because controlling quality in processes and systems is infinitely easier than similar activities with people, it seems reasonable to try and factor people out of the equation all together."

The Human Skills Seminar will provide participants with a first hand look at the Human Skills that are necessary to operate effectively and efficiently in the workplace and in life, challenging them to assess their own abilities and potential in this new and exciting field.

BE BETTER

Individuals

– just for you

The Human Skills seminars provide you with an opportunity to assess your own level of human capability. They lead you through each of the five Human Skills using the Behavioural Intelligence Framework and reveal the underlying reasons why some people are much more successful at influencing than others. You will get the opportunity to gain a deeper understanding of the psychology behind fast relationship building and why understanding the decision making processes of others can make you more likely to succeed where you have failed before. These seminars will show you exactly why what you learned as a 3 and 4 year old has shaped the way you deal with people now and how to deal with that in the future.

Organisations

– for your team or department

The seminar series has been characterised by many of our clients as a launch pad from which to send staff onto a journey of self-improvement and performance enhancement. The seminar format has been designed to allow participants to examine their own beliefs, attitudes and most importantly behaviours, from an entirely different perspective. At the same time it gives them a new way to examine and understand these same things in others; specifically to increase their ability to ethically and sustainably influence them. We know that your staff have never been to anything like a human skills seminar before and we can guarantee that this seminar will generate significant feedback and interaction in the workplace.

At New Intelligence we know that not everyone enjoys our training but everyone remembers it. We value science, experience, challenge, achievement and validation. We believe in credibility, no easy passes, effort should be worth it and that everyone can be better.