

# COURSE BROCHURE



DYNAMIC TRAINING BY THINK LEARN SUCCEED

Exceptional results are created by exceptional people.  
**We train your people to become 'positive deviants'.**



**Imagine a thriving business where people achieve exceptional results. We'll** help you create that business by tapping into the power of 'positive deviance'. Equip your people for success with courses on positive mindset, powerful communication and purposeful leadership.

Your training will be upbeat, dynamic and engaging. The material will be presented in an interactive format and your people will participate in small group discussion, written activities and Q and A sessions. Here's an overview of the content we can present to your team.

For questions and enquiries, please email us at [admin@thinklearnsucceed.com.au](mailto:admin@thinklearnsucceed.com.au).



# POSITIVE MINDSETS AND MENTAL RESILIENCE

It takes much more than technical know-how to build a great business. Teach your people to think creatively, overcome problems and persist when times are tough. Tap into the power of positive psychology with our programs on positive mindsets and resilience.

## Build a Resilient and Optimistic Mindset

Mindset matters in business. People with optimistic, resilient thinking patterns build positive solutions and flourishing organisations. Do you feel under pressure at work? Do you need to manage change, solve tough problems or juggle multiple priorities? Then this course will get you back on track.

Hear how your ‘psychological capital’ impacts on your mindset. Consider ways to boost each component of psychological capital in your professional life. Learn to stay calm and resourceful, by managing your mindset. Shift out of ‘negative’ thinking patterns which can deplete your energy and lower your mood. Dispute pessimistic thinking patterns using the learned optimism model. Boost your resilience by learning how to apply principles of learned optimism and solution-focussed thinking. Use attention management and mindfulness techniques to reduce stress and improve your wellbeing. Learn positively from challenges, negative experiences and setbacks.

## Creating a Success Mindset

Is low motivation or negative thinking holding you back? Tools from positive psychology can help you feel more optimistic and motivated. Learn to build a success mindset and stay focused on your business or personal goals.

Discover how to focus your attention, overcome challenges and adopt a positive outlook. Learn to build peak performance states and ‘get into the zone’ psychologically. Explore tools for overcoming problems and designing pathways to success. The positive psychology topics you’ll cover in this course include growth mindset, positive deviance, strengths theory, intrinsic motivation, hope theory, flow states and solution-focused thinking techniques.

This is an introductory level course, with a focus on practical application of positive psychology. The class will include group activities and written exercises, designed to support active learning.

## Build Your Confidence and Self-Esteem

Is low confidence, imposter syndrome or poor self-esteem holding you back? Have you experienced setbacks that have damaged your belief in yourself? It is possible to build higher levels of confidence and self-assurance. Learn how to shift your mindset using tools from positive psychology. Increase your optimism and self-belief. Change your self-talk and challenge your unproductive thinking patterns. Learn to feel more confident in a range of contexts — including social situations, personal relationships, at work, when public speaking, or when focusing on your personal goals. Broaden and build your positive emotions, so you can feel better about yourself.

# What people say about **Eleanor Shakiba's positive** psychology and resilience courses

Absolutely loved it and found it impressively informative.  
Lauren. Canterbury Bankstown Council. 2020.

Useful, invigorating/ stimulating, well-paced, good mix of intro/ video/  
workbook/ discussion.  
Jodi Burnstein. Barnardos. 2019.

The course was great. As a people manager, it really helped provide tips on  
how to foster positive mindset within my staff.  
Natalie. Mercer. 2019.

Beautifully organised and presented. Very logical and easy to follow. I  
enjoyed the theoretical base as well as the practical applications.  
Carolyn Watts. Open program at University of Wollongong. 2018.



# POWERFUL COMMUNICATION

**What's** the difference between a technically competent team member and a star performer? Communication skills. Teach your people to excel in the art of influencing, negotiating and building collaborative relationships. Book a Think Learn Succeed communication skills course for delivery at your workplace.

## Psychology of Influence

Influence is the ability to guide someone's thinking, decisions or actions. Although some people seem to be 'born' influencers, it is possible to learn how to influence. Doing this can help you change others' minds, shift the direction of a conversation, get your point across and have an impact in situations where you **don't have formal authority**. Discover what it takes to be a skilled influencer. See how to use principles from applied psychology in real-life influencing situations. Hear how to create a persuasive message and deliver it in written or spoken format.

## Negotiation Skills for Professionals

Learning negotiation skills is a smart career move. Managers, consultants, service providers, and salespeople can all benefit from becoming better negotiators. Explore four principles of win-win negotiation. Hear how to plan and structure a negotiation – **whether you're** negotiating individually or as a team. See the tactics professional negotiators use to get positive results from negotiations. Try out a range of negotiation tools so you can become a more confident and assertive negotiator.

## Building Positive Work Relationships

In business, relationship management is the key to your success. If you have strong relationship-building skills, you can work cooperatively with colleagues, resolve conflict and create a great impression on your customers. Find out what it takes to achieve relationship success in this introduction to positive workplace communication. Hear how to build constructive relationship dynamics, actively shape positive conversations, build trust and sort out disagreements collaboratively. This introductory level communication course is suitable for anyone who wants to contribute positively to a team or build effective client relationships.

## Dealing with Difficult People

Yes! It's possible to handle difficult behaviour confidently and constructively. Learn to recognise and respond to the behaviours and games 'difficult people' use. Hear how to maintain your personal power when dealing with aggressive behaviours. Get tips for handling passive behaviours – such as chronic complaining, emotional blackmail or playing 'victim.' See how to handle passive-aggressive behaviours without getting roped into the passive-aggressive game.

## Conflict Management and Mediation

When you take on people-management, you need to master conflict management. Learn to handle difficult situations - addressing touchy issues, managing personality clashes and stepping into a supervisory role from within your team. Adapt your communication style in order to show a collaborative approach to conflict. Try out a four-step process for sorting out disagreements. Tune into what's really wrong when conflict sparks. Explore others' thoughts and feelings about an issue without inflaming the situation. Collaborate to create win-win options. Close your conversation on a positive note.

## Active Constructive Communication

What do highly influential communicators do differently to the rest of us? They converse in 'active constructive' mode. You can learn to use the same approach. Master the art of positive conversation. Use two dimensions of communication to influence and persuade. Get other people to take your ideas on board. Make feedback palatable and influence your clients, colleagues or direct reports to take it on board.

## Negotiation Skills for Women

74% of women feel uncomfortable negotiating in business contexts. What causes this? More importantly, what can we do about it? Learn what YOU can do to power up your negotiation skills – so you will feel, look and sound confident at the negotiating table. Take on a success mindset, so you spot opportunities to negotiate (which many women fail to see). Prepare a back-up plan, so you never say 'yes' to a bad deal. Keep your negotiation on track by leading a conversation through four key stages.

## Presenting with Impact

Speak confidently in front of any group and leave your audience wanting more. Hear how to engage an audience, deliver a memorable speech and use audio visual aids effectively. See how to stand and move confidently on stage. Build skills to feel confident and positive on stage – so you can mesmerise your audience. This is a brilliant course for anyone who wants to overcome stage fright and master the fundamentals of public speaking.

# **What people say about Eleanor Shakiba's courses on influencing at work**

Fantastic overall course, offering ideas for self-regulation and self-reflection to become an assertive facilitator. Gina. Barnardos. 2020.

Really interesting and interactive course. Made me really think about how much I really negotiate in day to day life and very useful tips into how to do so more effectively and to stop being a disruptive negotiator constantly.

Lauren Holmes. The Iconic. 2019.

Excellent guide to understanding communication, especially in difficult client scenarios.

Jeff Zimbler. BSI Group. 2019.

The course was very useful – loads of practical solutions.

Vanessa Di Francesco. Moriah College. 2017.



# PURPOSEFUL LEADERSHIP

Leadership is the power to inspire action. Give that power to your leaders, using positive psychology. Think Learn Succeed leadership programs are customised to suit your business. Here are some ideas to get you started.

# Building Positive Workplace Culture and Team Dynamics

Imagine a business where everyone is committed, engaged and inspired to do their best. You can build that business using positive leadership techniques. In this course, you will learn to create a dynamic climate in your team or organisation. Techniques taught include: **capitalising on the wisdom of ‘positive deviants’ to shift cultural norms and design smarter business practices; increasing engagement by creating an energised, purpose-driven culture; and equipping your people to thrive during times of disruption, by creating a learning organisation.**

## Coaching Skills for Managers

Workplace coaching is a technique for unlocking potential and creating peak performance. Learn the key skills of coaching so you can help your team solve tough problems, set goals, and learn on the job. Hear how workplace coaching works. See how you can use coaching to promote high levels of motivation and performance in your team. Get hands on experience using a range of coaching techniques – including the GROW cycle, present to desired state outcomes, solution focused questions, SMART goals, reframing and action planning.

## Mentoring Skills for Leaders

Build success in your team and your business by mentoring your people. Mentoring is a one-to-one relationship in which you, as a leader, actively help a mentee reflect on strengths, **solve problems and build a career resilience.** In this course, you'll learn how to use positive psychology techniques to mentor your people. Understand what mentoring is, your role as a mentor and how to get the best results from mentoring conversations. Identify and capitalise on a mentee's signature strengths. Build their problem-solving and decision-making skills. Use developmental feedback to highlight strengths and growth opportunities. Shift 'negative thinkers' into growth mindsets. Help your talented people learn, grow and engage by using career mentoring strategies.

## Managing People

Relax into your management role and develop a level of team performance that everyone **will be proud of.** Learn to capitalise on team members' strengths and give everyone clear goals and guidelines. Discover how to manage workflows, motivate people, give feedback and get things done effectively. Everything you need to know about supervising will be covered in two days.



## Women in Leadership: Foundations Skills

This course aims to equip newly appointed female leaders to make the most of their roles. It focuses on practical techniques women can use to build their credibility, presence and influence when entering the leadership arena.

You'll come out of this session with practical tools for making the most of your leadership role. Discover why women make great leaders. Hear what experts in leadership know about succeeding as a woman in a leadership role.

## Women in Leadership: Advanced Skills

Women with vision and purpose are stepping into leadership roles at unprecedented rates. Thriving in this space requires political acumen, resilience and the ability to drive change despite systemic pushback. In this course, you will learn to lead with impact and confidence, and review your assumptions about what it takes to succeed as a female leader. We will discuss how to beat habits that spark burnout, such as overworking or getting stuck in crisis management mode. You will also learn how to build a dynamic business culture, hone your negotiation skills and speak to be heard. Take charge of your own destiny, as well as the future of your team or business.

## Stepping Into Supervision

Relax into your new role as a supervisor and develop a level of team performance that **everyone will be proud of**. Learn to capitalise on team members' strengths and give everyone clear goals and guidelines. Discover how to manage workflows, motivate people, give feedback and get things done effectively. Everything you need to know about supervising will be covered in two days.

## Psychology of Workplace Change

Persuading others to take on change is a challenging task. That's why you need to understand the psychological aspects of change. See why some people resist, and others **embrace, change**. Hear what's normal when dealing with change. Discover how to handle the challenging parts of change – at personal and team levels. Then learn how to shift resistant reactions to change. Bring along your questions and have them answered by an expert in change management.

# **What people say about Eleanor Shakiba's courses on positive leadership**

Eleanor's presentation of coaching for high performance was practical and illuminating; I thoroughly enjoyed the workshop and would highly recommend it to others who are looking for peak performance from their team.

Robert Urquhart. Barnados. 2019.

Valuable opportunity to take time out and refresh my approach as well as learn new strategies. Great to work with peers.

Annisa Probets. The Iconic. 2019.

Inspiring, relevant and very easy to take back to my day-to-day and put into practice. Super engaging, clear and concise.

Mikailla Faber. The Sydney Collective. 2018.

Eleanor is a dynamic and engaging facilitator. It was great to see our team working together in realising the elements of the course for their future success.

Chris. AMPC. 2019.

## About your facilitator

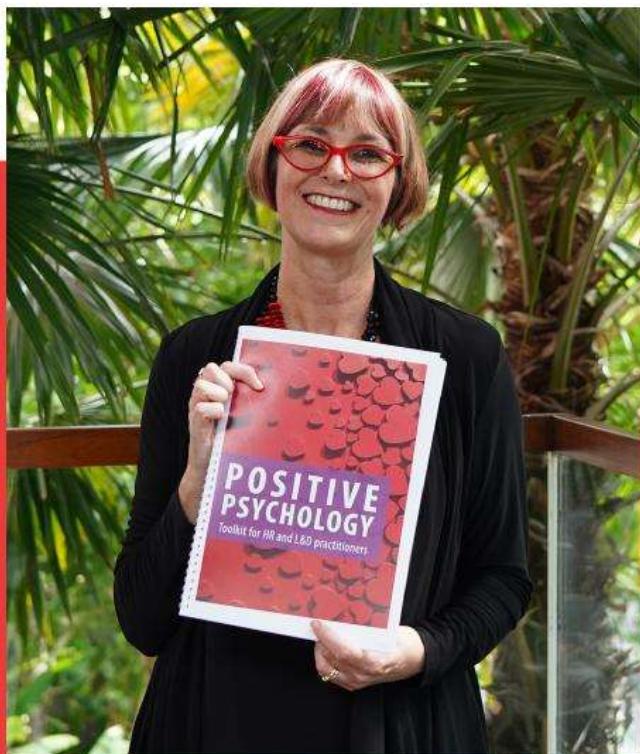
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Eleanor Shakiba has taught over 50,000 people to think and behave in ways which build success.

She is a trainer and coach, **with a passion for working with ‘positive deviants’**. These are the people in a business, community or group who get better results than their peers. They think differently, find better solutions to problems and stand out as exceptional. Eleanor is **passionate about developing these ‘outliers’ and the organisations which foster their brilliance**. To this task, she brings expertise in positive psychology, social anthropology, experiential learning and Neuro Linguistic Programming.

Early in her career, Eleanor was a playwright and theatre director. During this time, she developed the performance skills which underpin her signature training style – dynamic and bold, with a dash of quirky humour. In 1994, Eleanor entered the training and development field, occupying a range of facilitation and management roles at the University of Sydney. Today, she is the driving force behind Think Learn Succeed.

**Eleanor’s core strength is creativity.** This is reflected in her dynamic presentation style, colourful workbooks and custom-made videos. If you want a chalk-and-talk session, Eleanor is not the right choice. But if you want an interactive, thought-provoking workshop, she’s the facilitator for you.





## About Think Learn Succeed

We deliver training and coaching for positive deviants. These are people who think differently, find brilliant solutions to problems and are passionate about what they do.

We can help your business become a place where positive deviants thrive. How? By teaching your people to optimise their mindsets and behaviours. If you want a vibrant workplace culture, your people need skills in three key areas.

- Positive mindsets
- Powerful communication
- Purposeful leadership

We deliver live workshops, online training and one-to-one coaching in these areas.

**Walk into one of our workshops and you'll see smiling faces and hear a buzz of energised conversation. Walk out of our workshops ready to change the world in positive ways.**



**THINK LEARN SUCCEED**  
BUILDING CULTURES WHERE POSITIVE DEVIANTS THRIVE