



UNSHAKEABLE

F I G U R I N G O U T
P E O P L E

**Understanding people at a higher level
for
resilience
&
empowerment**

The Unshakeable Scale

| | STATE | % OF TIME AFFECTED BY PRICKLY CUSTOMERS |
|---------------|-------------|---|
| EMPOWERED | Unshakeable | 0 - 20% |
| | Strong | 20 - 40% |
| | Stable | 40 - 60% |
| DIS-EMPOWERED | Stressed | 60 - 80% |
| | Shakeable | 80 - 100% |

Who are Unshakeable Staff?

- Unshakeable staff courageously face difficult situations.
- Unshakeable staff choose to be unaffected by other people.
- They have unconditional Self-Esteem.
- They are empowered to choose how they respond.
- They know how to support their peers to be Unshakeable.

Who are Shakeable Staff?

- Shakeable Staff often avoid difficult issues, or complain about them.
- Shakeable Staff can be negatively affected by other people.
- Their Self-Esteem is caught up in their performance.
- They are dis-empowered and often blame others for how they respond.
- They don't have strategies for supporting their peers.

Benefits of developing Unshakeable Staff:

- Unshakeable Staff are confident and engaged in their work.
- Unshakeable Staff are more in control of how they feel at work.
- Unshakeable Staff have the skills to manage their emotions.
- Unshakeable Staff respond rather than react.
- Unshakeable Staff have choice rather than constraint.
- Unshakeable Staff look forward to work rather than dread it.

This means...

- Less stress claims
- Less absenteeism
- Less turnover

This means...

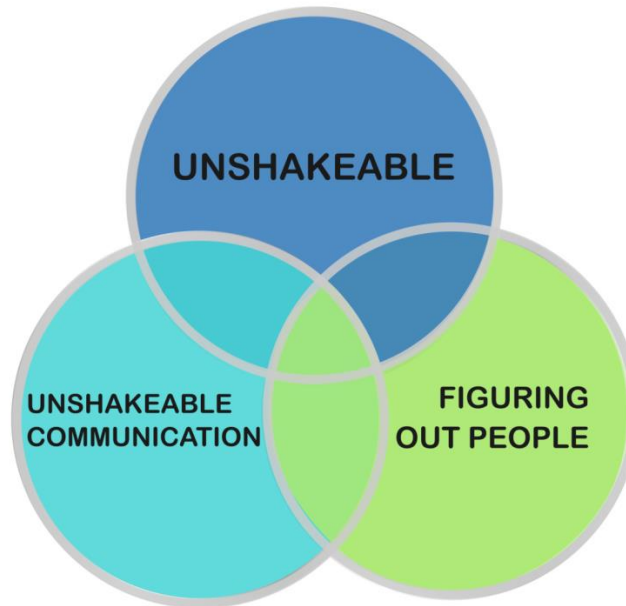
- Increased Customer Service
- Increased productivity
- Reduced staff costs

Workplace stress is costing the Australian economy **\$14.81 billion** a year. Stress related presenteeism and absenteeism are directly costing Australian employers \$10.11 billion a year. **3.2 days per worker** are lost each year through workplace stress.

The **Unshakeable at Work** program is about helping your Staff empower themselves so they can excel in the pressures of your workplace, so they don't go home mentally and emotionally drained.

Why Figuring Out People?

Figuring Out People is a one-day Workshop, designed as one of three components of the Unshakeable at Work program. Staff learn how to understand themselves and customers by detecting perceptual patterns. We explore the common thinking styles that are related to being Unshakeable. Staff learn how to listen for thinking styles in others and learn the flexibility to engage more effectively with customers.



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Staff Benefits:

- Increased insight into their own Thinking Styles and behaviours.
- Increased knowledge into how others operate – specific language to use to motivate and support team members.
- Strategies for how to be more flexible in their thinking and behaviours.
- Greater ability to successfully engage with Managers and peers.
- A greater understanding of how their customers communicate, and are motivated.
- How to curiously respect others who have different Thinking Styles to most.

Proposed Content of Figuring Out People

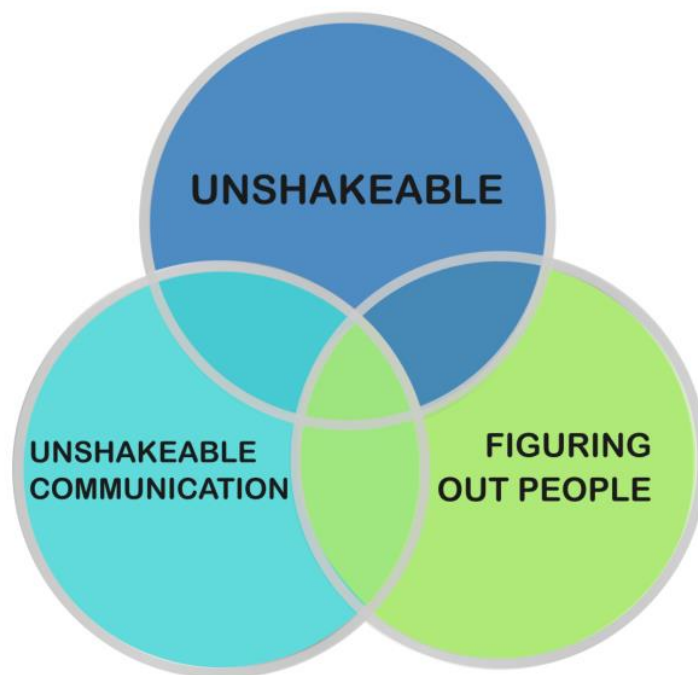
1. Thinking Styles at Work
2. What are your Thinking Styles?
3. Identifying Thinking Styles in Others
4. How do Thinking Styles impact on a Team?
5. Using Thinking Styles to build Rapport
6. Coaching Thinking Styles for Flexibility
7. Thinking Styles & Motivation
8. Thinking Styles & Decision Making
9. Thinking Styles of a Growth Mindset
10. Cognitive Distortions at Work

About Sue Anderson

Sue Anderson works in the field of Emotional Intelligence and Resilience. Her specialty is helping people develop mental toughness so they can excel (not handle) in the pressures of the modern workplace. A highly sought-after coach, mentor, trainer, author and speaker, Sue Anderson works with organisations and businesses to develop highly functional and productive workplaces, with confident, resilient and motivated employees.

As a Thought Leader in the areas of resilience building in the workplace, Sue utilises her cutting edge methodology to help individuals and teams move from a place of fear and dysfunction to a highly engaged, confident workforce. By integrating and refining areas including communication, motivation, beliefs and emotion, Sue's programs empower employees, enabling ongoing positive human interaction in the workplace and beyond.

With qualifications in psychology, management, quality assurance, training and coaching, Sue's unique approach is accessible, fun and builds capability. Sue passionately believes that developing staff who are resilient and **Unshakeable at Work** is critical to improving everyone's wellbeing and quality of life.



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