



Reg. No. T464/12  
Tax Reg no. 6042336-01-1

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## 4 DAY EMOTIONAL INTELLIGENCE CAPACITY BOOSTER

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### 1 [Background to Capacity Trust](#)

We would like to introduce the services of Capacity Trust (T464/12). We are a group of Consulting Psychologists based in Windhoek offering talent management solutions across the whole employee life cycle. Our primary focus is on the “soft skills” (including psychometric assessment, training facilitation, custom soft skills training development, coaching, counselling etc.), but through an alliance with 21<sup>st</sup> Century Reward Group we offer the full scope of Human Resources consulting (including job profiling, grading and evaluation, remuneration and incentive consulting and salary surveys etc.). Through its carefully selected facilitators, Capacity Trust has managed to train and create awareness using psychometric assessments across a range of organisations and individuals.



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## **2**      **Problem Statement**

Companies requires an Emotional Intelligence Intervention that would result in individuals in leadership positions to understand and manage their own emotions better while impacting the way they interact with others. The Key areas that should be impacted also are:

- Communication
- Being able to deal with giving and receiving positive and negative feedback effectively
- Managing Conflict
- Gaining insight into the impact of change on a specific individual.
- Leadership

## **3**      **Approach**

We believe that through the process of creating self-awareness, anybody with some measure of willingness and desire can learn to not only handle, but also manage the challenges posed by a lack of Emotional Intelligence in others. It is a continuous process which can be enhanced by appropriate interventions. Our solutions take participants through potentially life-changing experiences like self-assessments, class room training, practical applications and opportunities to reflect on their current behaviour.



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## 4 Information about Proposed Programme

The below program has proven itself to be extremely effective in a variety of industries. However, specific needs identified by Nampower leadership have been added to for additional focus as mentioned above.

Please find below a short overview of the 4-day program which we found would be most conducive to the needs identified within the program.

### *4 Days Intervention*

The programme starts with an INTRODUCTION TO EI, to create awareness of the importance and effectiveness of having a higher level of Emotional Intelligence. The second unit deals with the ORIGIN OF EMOTIONS and explores the effect of negative and positive perceptions on behaviour and effective relationships. The programme then discusses EMOTIONAL DEBT - LASTING VICTORY OVER CRIPPLING EMOTIONS in the fourth unit. This unit allows the participants to deal with crippling emotion as that prevents them from being really effective. A fifth unit in the series deals with THE POWER OF VISION (AND WORKING TOWARDS IT). This unit helps delegates to realise the importance of having a personal vision and interlinking that with a departmental and organisational vision. In the sixth unit all delegates will be encouraged to proactively deal with THE BATTLE AGAINST STRESS and they will be exposed to practical toolkits that will allow them to internalise the material presented in the EQ Capacity Booster. Within this section insight into habits and their effect on us is gained that is designed to facilitate participants control over destructive habits. The CONFLICT MANAGEMENT section also focusses on habitually preferred conflict styles and how this impacts relationship building. This section also gives a greater understanding about more effective conflict resolution at work. The O'BEFORE YOU TALK unit leaves the delegates with practical strategies to communicate effectively with superiors, colleagues and even family and friends. MYERS BRIGGS TYPE INDICATOR is the last section in which the participants are introduced to their own personalities and gain insight into diversity within personalities. They also specifically gain more knowledge on how they make decisions and stress with regard to their personalities.



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***Within the training participants are challenged to***

- Complete and gain insight through an emotional intelligence self-assessment consisting of the TEIQue-SF, SWL-scale and a shortened EQ evaluation
- Identify personal faulty thinking and its impact on their lives
- Complete an Explanatory style assessment
- Gain insight into reasons for their personal lack of resolve in the face of adversity
- Detect their organisations and teams faulty thinking and its impact on the effectiveness of the organisation
- Identify areas where reasons have been found for the inability of individuals and the organisation to cope with difficulty effectively
- Complete a cognitive behavioural flowchart
- Complete an insight exercise into the power of personal value
- Draw up a debt list of the past experiences to be dealt with in the training
- Evaluate their goals according to a criteria sheet supplied
- Draw up a personal strategy towards the most influential goal
- Identify a reminder for their personal vision
- Complete and evaluate their personal time management via a self-assessment tool



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- Complete the Holmes and Rahe Stress scale to gain insight into the danger of stress and its impact in their lives
- Evaluate their highest stress area and workout an action plan towards greater control in this area
- Complete a communication and listening skill self-assessment and evaluate their own effectiveness according to this tool
- Complete the Thomas-Kilmann Conflict Inventory (TKI)
- Gain insight into their own preferences regarding decision making, stress management, communication and leadership based on their MBTI Personality type.

***After completion of the programme the participants will be required to***

- Complete any unfinished section within the workbook that they were not able to complete within the training
- Fill in an evaluation form regarding the effectiveness of the programme
- Discuss touch points of the training regarding the general team with their supervisor and get the supervisor to sign these off (*PLEASE NOTE THAT IT IS THEREFORE CRUCIAL THAT THE FACILITATOR IS ALLOWED A 45 MINUTE INFO SESSION WITH THE APPLICABLE SUPERVISORS AS A GROUP BEFORE THE COMPLETION OF THE PROGRAMME*) – *This section is crucial in ensuring that the learned material has maximum effect on the work environment.*

## **5 Reports, Certificates and Acknowledgements**

Each participant that attended all 4 days will receive a certificate of completion on the completion of the programme with a copy of the programme developers book [True Emotional Freedom](#). Upon completion of the workbook and handing it in with Capacity Trust the participant will receive a Wild



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Horse Certificate which will certify completion of the workbook. This final certificate will be send to the HR department for an internal handing over ceremony (or as directed by client organisation).

## **6 Administration and Logistical Arrangements**

It is recommended that we share responsibility for the effective implementation as follows;

### The Client Organisation will;

1. Nominate a contact person with whom we can liaise on a regular basis
2. Nominate a minimum of 10 and maximum of 20 participants per group
3. Communicate with participants and their seniors early enough to ensure all participants are available for the full duration of each training day (no interruptions or call-outs unless in case of real emergency)
4. Arrange for the facilitator to meet with the supervisors for 45 minutes before the completion of the programme (preferably before commencement of programme)
5. Arrange suitable venues for U-shape seating, white screen, data projector, flip chart and 3 different coloured pens
6. Arrange tea & coffee for early morning (welcoming coffee), mid-morning and afternoon breaks as well as a light lunch
7. Supply a list of participants with their personal contact details (telephone and e-mail)

### Capacity Trust will;

1. Prepare course material and learner hand-outs
2. Provide laptop for Power-Point presentations
3. Keep an attendance register



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4. Collect course and facilitator evaluations from participants
5. Provide each participant with a copy of the program developers book

#### Next steps

It is recommended that we now proceed as follows;

- Clarify all uncertainties and address any outstanding concerns
- Register Capacity Trust as vendor on the service provider list (if applicable)

## **7 Investment Required**

Please find the investment required details in the quote Q for 4 x 1 full day's maximum 20 people.

#### **Please note:**

The above pricing *includes* all items mentioned under [administrative and logistical arrangements](#) as Capacity Trust duties and [Certificates and Acknowledgements](#), *excludes* all venue, meals and refreshments and S&T for facilitators if applicable.

A strict 30-day payment policy is observed, the training will be billed at the completion of the 3<sup>rd</sup> and last training day.

#### **Cancellation and Postponement Policy after booking of training**

All cancellations or postponements must be confirmed in writing and e-mailed to [admin@capacitytrust.com](mailto:admin@capacitytrust.com). Cancellations 5 to 10 business days prior to the event will attract a 25% cancellation fee. Cancellations received less than 5 business days prior to the event will result in a 50% cancellation fee. No shows will attract a 100% cancellation fee. Failure to attend the complete course program will incur a fee to cover catering and other logistical cost. Maximum permissible interest will be levied on any outstanding invoices. Postponement to a later date must be received in writing no less than 5 business days prior to the initial event in order to waive the cancellation



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fee. This waiver will only be applicable once. You are however welcome to substitute your attendance with a different participant.

## 8 Info on possible Senior Facilitators:



**Nego Kangunga**, is a Senior Consultant, she holds a Master's degree in Industrial and Organisational Psychology with a thesis focusing on the development and evaluation of self-management training programme for public servants in the Ministry of Education in Namibia. She has extensive 23 years' experience in public sector and State-Owned Enterprises of which most in management positions. Nego has been certified as a Master-trainer of Business Process Re-engineering in the Public Service by the Office of the Prime Minister, as well as a Liaison Facilitator for performance management in the public service.



**Dalene Gous**, a registered Clinical Psychologist, Dalene has more than 10 years' experience in the field of psychology. She managed a private practice, Phoenix Psychology Practice, for the last decade, and offered training for intern psychologists during the last five years. Along with this she held various training workshops in fields of parenting, communication and employee wellness. She gained extensive insight into motivating teams and addressing issues of conflict, stress and communication within organizations.



**Siegfried Lange**, completed his master's in Clinical Psychology with a thesis focusing on the development of emotional intelligence. He has 15 years' experience in Retail, most of which in Management. He worked in a variety of companies like OK Franchise Division (Shoprite), Woermann & Brock and Cashbuild. Siegfried is a well-known radio and Television personality who has a weekly slot on NBC radio as well as Channel 7 and ad-hoc appearances on Tupopyeni (NBC Television). His books "True Emotional Freedom" and "Emotionally Debt Free" have proven to be 2 of the most well-known Namibian Emotional Intelligence resources available on the market.







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**Coen Welsh**, a registered Psychological Counsellor with a master's thesis focusing on the Antecedents and underlying Psychological Conditions predicting Employee Engagement will facilitate some of the sessions. Coen has experience working in diverse teams in the UK, Egypt and Namibia. He has worked with a number of companies in Namibia ranging from private sector to government and State-Owned Enterprises. Coen was also invited to act as a speaker during the inaugural and the second annual Institute of People Management (IPM) Conference in 2011 and 2012 and also contributes regularly to NBC National Radio as well as Tupopyeni and Off-the-Hook on NBC Television.

*Please note that the facilitation cost will only include one of the facilitators above, depending on availability. We also pride ourselves in our additional "freelance" associates that could also be called on if more than 4 groups should be trained at the same time.*



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## 9 References

The following existing clients can testify our ability to impact organisations;

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Please feel free to contact us directly if there should be any further information needed.

Kind Regards,

**Your Capacity Team**



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