



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

54 JORDAN STREET, PIONIERSPARK, WINDHOEK
P.O.Box 31954, PIONIERSPARK, WINDHOEK, NAMIBIA

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EQ CAPACITY BOOSTER – 2 Days

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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 21st 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 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. Our proposal is to customise and align the Capacity Trust Emotional Intelligence workshop with the client's unique requirements so that participants can develop behaviours that are appropriate and emotionally intelligent.



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3 Information about Proposed Programme

Please find below a short overview of the 2-day program which has proven itself to be extremely effective in a variety of industries:

2 Days Intervention

Module 1: INTRODUCTION TO EMOTIONAL INTELLIGENCE

- What is Emotional Intelligence?
- Insights into own Emotional Intelligence

Module 2: ORIGIN OF EMOTIONS

- Laws of OUR Nature
- Wild horse Rule Impact
- Feeding the Horse.
- Rational & Irrational thoughts
- The Brain and Mentality types
- Cognitive Behavioural Flowchart
- AT FREE – model (emotion control)
- Thought stopping
- Self Talk

Module 3: EMOTIONAL DEBT - LASTING VICTORY OVER CRIPPLING EMOTIONS

- Law of Significance unpacked to understand what drives us
- Gaining the tools to being Emotionally Debt Free

Module 4: THE BATTLE AGAINST STRESS

- The Battle Against Stress
- Habits
- Respect
- Coveting
- Trust



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Module 5: CONFLICT MANAGEMENT

- Identification of Preferred Conflict Mode
- Mode Reflection
- Assertiveness Assessment

Module 6: O'BEFORE YOU TALK

- O'BEFORE Model
- Role Play

Within the training participants are challenged to

- Complete and gain insight through the online EQ Assessment or pen and paper on the day as per client request.
- Identify personal faulty thinking and its impact on their lives
- 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
- Identify personal biases in diversity and draw up an action plan to manage these.
- Draw up an action plan to increase the feeling of control.
- 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 highest stress area and workout an action plan towards greater control in this area
- Identify a person preferred conflict mode and plan for greater balance in future.



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- Evaluate personal Assertiveness and identify an area of growth in this regard.
- Plan a communication for a difficult interaction aimed at behavioural change in the other party and role play this in the group

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 – *This section is crucial in ensuring that the learned material has maximum effect on the work environment.*



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4 Administration and Logistical Arrangements

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

The Client Organisation will;

- Nominate a contact person with whom we can liaise on a regular basis
- Nominate a maximum of 20 participants per group
- 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)
- Arrange suitable venues for U-shape seating, white screen, data projector, flip chart and 3 different coloured pens
- Arrange tea & coffee for early morning (welcoming coffee), mid-morning.
- Supply a list of participants with their personal contact details (telephone and e-mail)

Capacity Trust will;

- Prepare course material and learner hand-outs (4 ring High Quality File with slides & work book as well as information sheets).
- Provide laptop for Power-Point presentations
- Keep an attendance register
- Collect course and facilitator evaluations from participants

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)



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5 Investment Required

Please find the investment required details in the quote below:

Q

Please note:

The above pricing *includes* all items mentioned under [administrative and logistical arrangements](#) as Capacity Trust duties, *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 3rd 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. 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 fee. This waiver will only be applicable once. You are however welcome to substitute your attendance with a different participant.

Kind Regards,

Your Capacity Team

Tell: 061-222520

E - Mail: admin@capacitytrust.com



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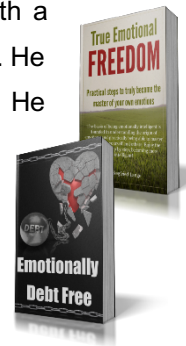
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6 Info on possible Senior Facilitators:



Siegfried Lange, completed his masters in Clinical Psychology with a master's 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. Currently he is the president of the Professional Speakers Association of Namibia



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's experience ranging from training, teaching, talent management, change management, coaching, quality assurance, business-process reengineering, project management, recruitment and selection, policy development, implementation and monitoring, administration, procurement, debt recovery and student loan management. Nego has conducted numerous training and presentations to students at local higher learning institutions, administrators of Vocational Training Centres, Regional Councils (including 13 regional representatives), Public and Private sectors. 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.



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Coen Welsh, a qualified industrial psychologist 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 regularly gets invited to speak at HR and other conferences and was 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. He is a founding member of the Professional Speakers Association of Namibia where he acts as the treasurer.



Atty T. Mwafufya – is a Master of Arts in Clinical Psychology graduate. Her thesis focused on the “*Psychological distress, anxiety and depression in men living with prostate cancer in Namibia*”. She has been a dedicated volunteer with the Cancer Association of Namibia (CAN) for the past 3 years where she assisted significantly in providing psycho-social support for patients, families and volunteers alike. She completed a practicum at the Windhoek Central Hospital’s Mental Health Unit. In the past she has had the honour of presenting a Tedx Talk at the University of Namibia which focused on unlearning some of the cultural narratives taught about women in an African context. Overall, she is passionate about preventive mental health initiatives, advocating to maintain positive mental health in various contexts as opposed to helping individuals revert to it.



Dr Clifford Kendrick Hlatywayo holds A PhD in Industrial Psychology from the University of Fort Heir with a thesis focusing on HR competencies in South Africa. Dr Hlatywayo has over a decade of experience within the academic world having lectured in Zimbabwe, South Africa and currently he is a lecturer in the Human Science Department at the University of Namibia. Clifford also spends his time as a consultant with Capacity Trust assisting organisations grow their capacity. Clifford enjoys helping young human scientists discover their purpose and grow to become true professionals who can uplift the African society.



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7 References

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

- **Pieter Engelbrecht:** Manufacturing Manager; COCA-COLA NAMIBIA BOTTLING COMPANY (PTY) LTD; Tel: +264-811296953; E-mail: pengelbrecht1@ccbgroup.com
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