

Management Training.

How are your managers at motivating your people?

The key word is motivation. So often manager's, even with the best intentions de- motivate their team and destroy confidence rather than building it.

The skills needed to improve this can me learned and Telmark have an excellent reputation in this area with many companies.

This training in coaching skills includes:

- Positive vocabulary
- The right type of questioning.
- Ask, don't tell.
- Listening skills.
- Gaining and building confidence

We hold one to one or group training and guidance and follow up with sitting in on motivational feed back sessions.

Training needs to be on going, little and often to be successful.

Teams respond better to confidence building, rather than confidence being destroyed, however **unintentional**. Telmark Training ensures ongoing success.

THE IMPORTANCE AND EFFECT OF WORDS.

The first step to change is awareness.

Positive vocabulary allows us to change other people's perceptions of a situation, by changing the words we use to tell them.

>Why are we so negative?

>Why do we struggle with using positive words in speech or writing?

>Is it cultural, something we are born with?

The good news is we are able to change. Positive vocabulary whether spoken or written, can be learned.

We are able to change other people's perceptions about a situation or ourselves.

We confuse being positive with being 'pushy or impolite'.

We feel guilty about a situation, and pass our guilt on to other people with negative words. **Words like, I'm afraid: Unfortunately: The problem is.**

Other people's perceptions change when we change our words.