

# THE COMMUNICATION EXPERTS WITH HUMAN TOUCH

UAE - LEBANON - QATAR - GERMANY



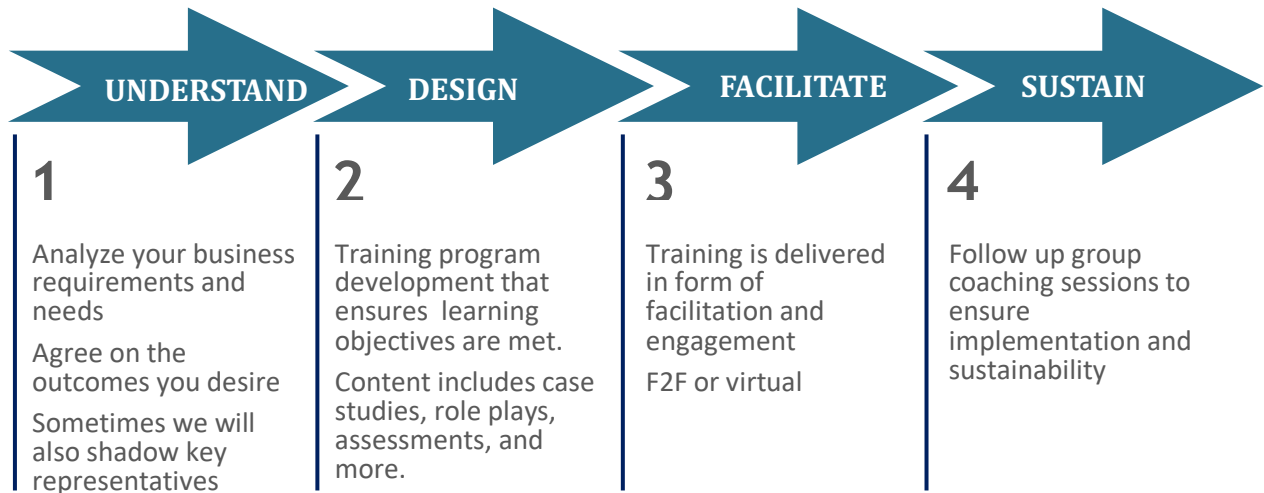
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## Diversified Personalities in the Workplace

## The MYP process



### 1. Diversified Personalities in Workplace

A diverse workplace is more productive, open to new ideas and ways of thinking, and employees and teams are more effective in processing information, solving problems, and contributing to the organization's mission.

Recognizing and accepting diversified personalities means creating a workplace where differences in heritage, background, styles, traditions, ways of working, and views are valued and respected. And when people feel supported and included regardless of who and how they are, they can live well and reach their full potential

#### Objectives:

- Recognize the benefits of diversity for organizational success
- Identify the strengths and challenges of diversity in the workplace
- Get a deeper understanding of other's personalities and styles
- Discover your own unconscious biases
- Identify the benefits of including diverse styles
- Create an inclusive organizational culture

## **2. Training details – 2 days**

### **Day 1**

- What is diversity?
  - The benefits
  - Dimensions of diversity
- Personality styles
  - Communications styles
  - Learning styles
  - Discover yours and your team's
- Cultural Intelligence

### **Day 2**

- Miscommunication
  - The perception model
- Psychological Safety
  - Change preference styles
- The unconscious Bias
  - Discover your own
- Prejudice
  - Common assumptions
  - Changing your assumptions
- Creating a culture of diversity for wellbeing

### **3. Methodology**

*"I hear and I forget  
I see and I remember  
I do and I understand"*  
**~Confucius**

This is a highly experiential and interactive program. The session will include:

- PowerPoint Presentation
- Games and Group Activities
- Group discussions
- Tools/models
- Stories/videos
- Role plays
- Self discovery/reflection
- Personal action plan

### **4. Participants:**

Maximum: 12

### **5. Investment**

Our daily rate is 5000 USD, based on a one-off, 1 day training only.

This day rate will reduce and is adjusted according to the number of training sessions/days/batches.

The rate includes a thorough briefing, discovery interviews, customized design with unlimited changes.

## 6. Mind Your Power Portfolio

Mind Your Power is a holistic consultancy, focused on the wellbeing of employees to ensure effective communication and interaction in all walks of life and on all levels.

We base most of our very interactive and hands-on workshops on Neuro-Linguistic Programming, Emotional Intelligence, and Human Psychology and add a bespoke design to fit your needs.

Below are some of our delivered workshops:

- NLP for business
- Unconscious Bias
- Balancing work and Life
- Selling as Non-Sales professional
- Empowered Women in business
- Embracing a new Culture
- Leadership Excellence
- Communication Skills
- Solution Selling
- Emotional Intelligence
- Motivational Leadership
- Effective Team Work
- Team building
- Effective and emotionally intelligent teaching Skills
- Presentation Skills
- Stress Management
- Family Management
- Interpersonal Skills
- Cross-Cultural understanding
- Coaching Skills
- Complaint Management
- Customer Service with NLP
- Communication in times of trauma
- Empathic Customer Service
- Trust
- Relationship Management
- Effective teaching and leading
- Train the trainer
- Patient communication
- Negotiation skills
- Mindfulness
- Solution orientation
- Communicating with different personality types
- Emotional Intelligence for wellbeing
- Change and resilience
- Mindfulness
- Coaching Skills
- Developing a Growth Mindset
- Harmonious Family Communication
- Your inner critic
- Communicating positively
- Motivation for success
- Laughter Yoga
- Leading with Emotional Intelligence
- Diversity & Inclusion
- and of course many more Customized topics

Our clients include:

						ORTHO CARE LEBANON
						STRATA للخدمات A Makarem Company

## 7. Your Trainer



**Mona Abdulrahim-Santl**  
**Managing Director Mind Your Power LLC**  
**Trainer, Facilitator, Coach, Therapist**  
**Member of ATD, NGH, NFNLP, AUNLP**  
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With an extensive training and knowledge in communication skills and customer service, Emotional Intelligence and NLP, Mona has successfully conducted numerous trainings at a wide variety of large and small organizations around the world. She has a keen sense to identify the factors that hinder the positive development of groups and individuals alike, whether intra- or inter-personal, and does so with creative techniques, along with a contagious passion, compassion, diplomacy and motivation. All of these have led to significant positive changes to the groups and individuals she has trained and coached.

With a background in natural Psychology, Mona has always believed in the power of the mind and the ability of utilizing that power to unfold the full potential.

She holds certifications in Hypnotherapy as Instructor, NLP as Instructor, Train the Trainer, DISC, Workplace Big 5, ISI Influencing Styles, CSI Change Style Indicator, FIRO-b and FIRO Business, ACTEE, Kinesiology, EFT, Pranic Healing, Emotional Intelligence, Pain Management, Transactional Analysis and Hypno-Coaching, amongst others.

She is the founder of the international program “Hypno-Parenting” and has worked with International Schools, training parents, and also academic staff in the art of effective communication.

Coming from an Arabic-European background, having lived in several countries and continents, and being fluent in 4 languages, Mona epitomizes the flexibility and understanding needed to adapt her training style to cultural, unique and individual needs.

Mona appears regularly in TV interviews, and has inspired audiences speaking at industry events in Boston, Las Vegas, Zurich, Berlin and London, and corporate events in the UAE, Bahrain and Lebanon.

She has worked with below organizations, independently as well as in association with major consultancies:


We are excited to work with you!



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