

How To Make Training Stick



Facilitating Behaviour Change

Do the training programs I implement with my staff actually result in behaviour change?

One of the questions companies often ask themselves is, does the training programs we run actually result in behaviour change? Many training programs are met with enthusiasm from the attendees only to have them leave the workshop and continue with their usual behaviour. Some of the reasons for this are:

1. Individuals return to their work environment only to find 100 emails and a long task list. The result is that they shift into an urgent mindset and the new information they have learnt is put on the back burner.

2. Many programs are too information heavy and people walk away so overwhelmed they rarely alter their habits.

3. Most individuals do not know how to set goals that they can actually implement and keep track of.

4. There is no clear strategy to keep the planned change front of mind.

5. The culture of the organization and the demands from their manager are not congruent with their desired change.

6. Individuals are not kept accountable for their goals.



How do we overcome these challenges?

All FLOW programs have a behaviour change strategy built into them. These strategies are outlined in the adjacent text box.

Additional tools

1. All participants have access to an **online portal** where they can share experiences, discuss challenges ask questions of Dr Adam and also celebrate victories. This gives them a sense of community and gives them an opportunity to seek support regarding the changes they are trying to implement.
2. Each participant is able to download an **audio file** that summarises the content and major principals covered in each workshop. This way individuals are able to revisit the workshop material at their convenience.

Strategies

1. Education

Individuals are educated on the theory of change and given simple strategies they can implement.

2. Clear Goals

At the end of each workshop individuals outline a very clear list of goals that will be recorded and kept on file.

3. Sticky Messages

All the material and strategies presented in the workshops are presented using memorable language and clear concepts so that people will remember them

3. Kept accountable

Buddy pairs will be formed and each buddy will meet once per week and discuss the goals that they set and the challenges they are facing. In addition each person will inform their manager of their goals

4. Kept front of Mind

In between workshops all participants are sent short emails covering the major principals examined in the workshop as well as reminders about their goals.

5. Check in

At the beginning of each workshop each participant reports how they have progressed with their chosen goals.

Previous Program Example

The structure and content of all workshops are custom designed by Dr Fraser and the client to achieve the outcome desired. The reason for this is that each company and culture are unique and varied.

The following is an example of a 9 month program consisting of 6 workshops with 6 weeks in between workshops. Each workshop was half a day in length and there were no more than 20 individuals in each group. All the behaviour change techniques listed above were introduced during the workshops and the time in between workshops.

Following the Program individuals and management reported a clear shift in behaviour.

Workshop 1. FLOW – The Key to High Performance

This presentation outlines the concept of FLOW and its relationship to performance. FLOW is a state of high performance where an individual is completely engaged, deeply focused, stress free, positive emotion, a clear strategy. It steps people through a series of clear strategies around attention management and how your environment is structured to obtain more FLOW in their working day.

More time in FLOW leads to greater productivity, less stress and greater engagement.

Specifically the presentation covers the following areas:

- What is FLOW
- Looking at how individuals operate on a daily basis and which quadrant of performance do they fit into?
- The impact that brain chemistry and physiology has on the ability to perform at a high level
- Attention management and its role in performance
- Getting the team to focus on the overarching strategy rather than focusing and worrying about the outcomes
- How to be more pro-active rather than reactive
- What is attentional blink and how it impacts performance
- How to free up part of their day to work on strategic action items
- How the brain functions and how to get the best out of it
- Why multi-tasking is a myth and bad for your brain

Outcomes

This presentation is perfect for any individual or team looking to improving their performance. It opens their eyes to a new paradigm and a new way to view work, pressure and performance. They will be equipped with a new metric and language to assess their performance, as well as tools and techniques to facilitate FLOW at work.

Workshop 2. Where do I spend my Time - Rehab your habits

This session gets people to reflect on where they spend their time and what are their core activities that drive an outcome. In our experience we have found that many people firstly don't know where they spend their time and secondly they spend very little of their day on the core activities that drive an outcome for the business.

Once individuals have the increased awareness of where their time goes the second step is how do they break those habits to become more efficient and effective. In most cases individuals are not aware of the fact that their habits are detrimental and even if they are, they find it very difficult to change them. In addition people are often addicted to negative habits such as letting technology control their day, not having a clear objective, office gossip and looking for distractions.

This presentation walks people through a process of rehabilitating their detrimental habits.

This high content yet tongue in cheek presentation will take you through the 12 steps to habit rehab.

They are:

- Auditing your habits
- Admitting you have a problem
- Conducting an intervention
- Getting an action plan
- Going into rehab (in - patient)
- Staying strong
- Getting support
- Setting up your environment to support the new habit
- Checking in
- Coming out of rehab (out – patient)
- What to do when you relapse
- Joining a support group

Outcomes

This presentation gets individuals and teams to assess and evaluate their habits and where do they spend their time. People find this session incredibly eye opening and enlightening. It encourages them to be mindful and self reflective about their behaviour as an individual and a team member. They leave being much more strategic about how they are spending their time and with an action plan and tool kit on how they can alter their habits to ones that will increase performance and engagement.

Workshop 3. Your brain – an owner's manual to get better performance, reduced stress and more happiness

Are you running your brain or is it running you?

Our performance at work is controlled by the small piece of real estate between our ears. We are all born with 3 pounds of neurons squeezed into our skull; unfortunately it didn't come with a manual on how to use it. To get the best out of something we need to under-

stand it. In this high energy, high engagement, highly entertaining presentation Dr Adam Fraser will give you a users guide on how to run your brain so that you can get more done in a day, have less stress and more happiness

Here's what you and your brain will learn:

- Why Einstein could barely read and write
- How to remodel our brain structure
- Why we procrastinate and how to kick that habit
- How to make messages stick with your staff
- Neural plasticity; what your brain and Tupperware have in common
- Why you would be crazy not to talk to yourself more
- Why we are good at some things and not others and how we get better at everything
- How to take your brain to the mental gym
- Why prioritisation keeps your brain happy
- Common thinking traps we fall into
- Why we should never put a label on our abilities
- Understanding our thinking styles
- How we explain the world to ourselves
- Why we have brain snaps
- Why we sometimes act like a caveman
- The Gen Y brain and why they drive us crazy

Come along and be inspired, informed and surprised, just remember to bring your brain!

Outcomes

This presentation is perfect for any individuals or team that are under significant pressure or face significant challenges and setbacks. It helps them to understand how their brain operates and how their thinking style and the conversation they have between their ears ultimately determines their performance and engagement. This session is valuable for teams that want to have better cohesion and culture, as it helps them understand their reactions to certain situations and the behaviour of others in their teams.

Workshop 4. Why do I behave like that?

A wise person once said "Logic makes people think, emotion makes people act". Our emotional state affects our behaviour and has a huge impact on our ability to get into FLOW. The key to business is developing and fostering strong trustworthy relationships. This presentation shows us how to regulate our emotions to get more FLOW, happiness and productivity.

- What are emotions
- Why should we even worry about them
- How emotions affect the brain and the body
- What is emotional intelligence and how we can use it
- Emotional self awareness
- Emotional regulation
- How to determine the emotional state in others
- How to control and prevent anger and fear based reactions
- How to Flip and Toggle our emotional state

- Difference between positive and negative emotions
- Difference between constructive and destructive emotions

Outcomes

Emotions determine whether teams will work well together or if your staff will turn up engaged and motivated in the morning. Following this presentation, individuals will understand the impact of emotion on performance and team cohesion. People will leave this presentation with a clear understanding of how to recognise emotional responses in themselves and others, and how to regulate and influence your and other people's emotional state for a better outcome.

Workshop 5. Sustaining performance without having to slow down

This presentation examines the impact that stress and pressure has on our performance. The main message of this workshop is to debunk the notion that in order to reduce stress we need to take long periods of time away from work. Also we will examine the concept that stress and pressure are two different things.

Specifically we will look at:

- Understand the long-term fallout of adrenaline and fear based performance
- Understand the Pressure/Performance curve and how it can be used to elevate and sustain performance
- How Easing off at the right points of your day leads to better performance
- How to work in calm state
- How to transition between environments for maximum performance in the next environment
- How to be engaged when you get home and leave work at work
- Role of attention management in stress management
- Sustaining high levels of performance
- How to adopt the mindset of your environment
- Examine the paradigm that "Because you are busy you don't necessarily have to be stressed".

Outcomes

Individuals will learn that you don't necessarily have to take long periods of time out to control stress. They will leave with a series of techniques on how to control stress in the heat of battle, to prevent burn out. Also they will identify a 3rd place where they can transition from work to home so they can switch off and engage with those around them.

Workshop 6. Energy Management

We all want it but it seems like no body has it! Fatigue levels in individuals are rising rapidly. Many people finish the day or the week exhausted. How much energy we carry into a day influences our ability to find FLOW and perform. The workshop looks at how you manage your energy on three levels physically, emotionally and mentally.

Specifically we will look at:

- The impact of sleep on performance and how to sleep right

- How to manage your energy levels and avoid the 3 o'clock slump
- How what you eat in a day affects your brain and bio-chemistry and what that means for work productivity
- Your state of health and how that affects your ability to work
- What impact exercise has on your brain, focus and health
- How to manage your physical energy during the day
- How your thinking style affects your mental energy
- What destructive emotions suck your energy tank dry

Outcomes

The group will be introduced to the concept of energy management. Everyone has the same amount of time, where we differ is in our energy levels. Energetic teams work harder are more productive and perform better than lethargic and apathetic teams. Out of this presentation your team will have a clear understanding of how to elevate and sustain their energy levels.