

# ESSENTIAL SKILLS FOR A TOP PERFORMER WORKBOOK



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## PRESENTED BY GRAHAM TAYLOR-EDWARDS

Graham (gt) is a successful leadership, sales, service coach and workshop facilitator.

Graham holds:

*ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT*

*DIPLOMA IN AUTOMOTIVE MANAGEMENT*

*DIPLOMA OF TRAINING AND EDUCATION AND DESIGN*

*CERTIFICATE IV IN FINANCE AND MORTGAGE BROKING*

*CERTIFICATE IV IN BUSINESS SALES*

*NZ CERTIFICATE IN MARKETING*

*NLP MASTER PRACTITIONER.*



Graham completes over one hundred leadership, sales, fixed operations and customer experience workshops each year and is the founder of Success Resources International a Registered Training Organisation (RTO) in Brisbane and Managing Director of gte training and development in NZ

Born in North Wales Graham has lived in Australia for sixteen years after working in New Zealand for over 24 years.

He has served in the Royal Navy and Royal NZ Navy and is married to a kiwi girl Shelley from the Bay of Islands.

They have two children Mackenzie and Gareth and four grandchildren Hudson, Reo, Avyana and Vivienne.

Let's get started

### COURSE OBJECTIVES

MANAGE YOUR EMOTIONS UNDER PRESSURE

UNDERSTAND EMOTIONAL INTELLIGENCE

BUILD RESILIENCE AND MENTAL TOUGHNESS

45%OF WHAT WE DO IS HABIT

### TURN LEARNING INTO BEHAVIOUR

GTE TRAINING AND DEVELOPMENT trust you will enjoy this workshop and implement the techniques and philosophies into your business successfully.

1. CREATE A REVISION TRAINING PLAN
2. WHEN YOU THINK YOU KNOW EVERYTHING GO ON HIGH ALERT
3. NO ONE KNOWS EVERYTHING
4. DOING THE SAME THING AND EXPECTING A DIFFERENT RESULT IS THE HEIGHT OF YOU KNOW WHAT
5. REMEMBER IF IT IS TO BE IT IS UP TO YOU.

## MANAGE YOUR EMOTIONS

NOTHING GREAT IN LIFE HAS EVER BEEN ACHIEVED WITHOUT THE POWER OF EMOTIONS BEHIND IT.

WE HAVE BEEN CONDITIONED TO LEAVE EMOTIONS AT HOME.

IF ONLY IT WAS THAT EASY.

WE HAVE EMOTIONS EVERY SINGLE SECOND OF THE DAY.

WHY ARE SOME SITUATIONS EASY AND OTHERS ARE NOT.

AS A FRONTLINE PERSON NEW SKILLS ARE REQUIRED.

WHERE CAN I BE BETTER?

## SELF-AWARENESS

SELF-AWARENESS IS THE FOUNDATION THAT SUPPORTS ALL OF THE OTHER EMOTIONS.

IT MUST COME FIRST BECAUSE IF WE DON'T KNOW OURSELVES AND WHAT WE'RE FEELING, HOW CAN WE POSSIBLY KNOW OR UNDERSTAND SOMEONE ELSE AND HOW THEY FEEL?

WHEN WE FEEL EMOTIONAL REACTIONS TO SITUATIONS, WE DON'T ALWAYS REALISE WHAT IS BEHIND THAT REACTION.

IT'S IMPORTANT TO STOP AND ASK YOURSELF "WHY DO I FEEL TENSE, FRUSTRATED OR ANGRY?" AND TO IDENTIFY THE FEELING AND WHAT IS CAUSING IT.

## IDENTIFY SITUATIONS AT WORK OR HOME THAT CAUSE FRUSTRATION OR ANGER

SITUATION	CONSEQUENCES	FEELINGS

## SELF-REGULATION

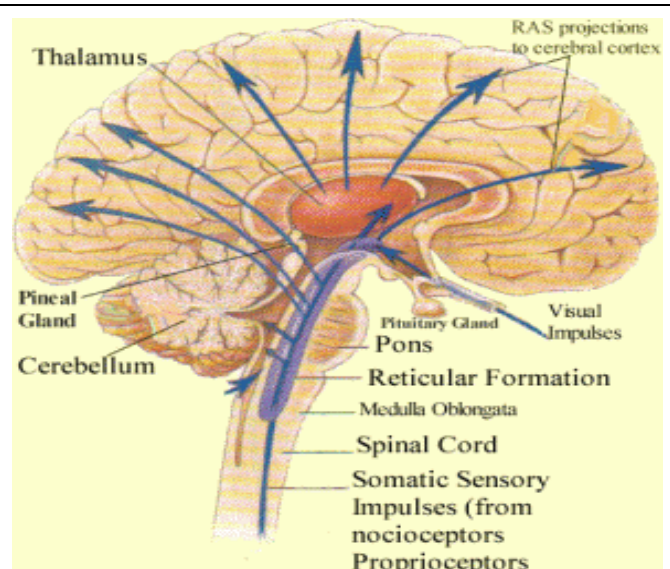
BY LEARNING TO MANAGE OUR EMOTIONS, WE BECOME MORE ADAPTABLE AND INNOVATIVE IN STRESSFUL SITUATIONS.

WHEN WE ARE ANGRY, WE CANNOT MAKE GOOD DECISIONS AND BLOW INCIDENTS OUT OF PROPORTION.

OUR PASSIONS CAN BE CONTAGIOUS AND ENERGISE OTHERS, BUT OUR RANTING AND RAVINGS CAN DAMAGE.

## STEP 1. UNDERSTAND YOUR RETICULAR ACTIVATING SYSTEM (RAS)

1. THE RAS IS CONNECTED TO THE BASE OF THE SPINAL CORD FROM WHERE IT ACCEPTS YOUR THOUGHTS, INTERNAL FEELINGS AND OUTSIDE INFLUENCES.
2. IT IS CONSIDERED THE BRAIN'S ATTENTION CENTRE.
3. IT IS THE REASON WHEN YOU BUY A RED CAR OR EVEN THINK ABOUT A RED CAR YOU SEE RED CARS EVERYWHERE.
4. SELF TALK AND YOUR FOCUS ACTIVATES YOUR RAS.



## STEP 2 UNDERSTAND YOUR FOCUS CHANGES EVERYTHING

MAKE A COMMITMENT  
TO FOCUS ON WHAT YOU WANT.  
SAY WHAT YOU WANT AND STAY POSITIVE.  
MONITOR YOURSELF  
FOCUS ON WHAT YOU CAN CONTROL.  
CELEBRATE YOUR SUCCESS.  
CATCH YOURSELF.  
PRACTICE  
BE PERSISTENT, WRITE IT DOWN, PICTURE IT.

### STEP 3. CONTROL YOUR SELF-TALK

1. WHAT YOU TELL YOURSELF GOES IMMEDIATELY TO YOUR RAS WHERE IT INCREASES OR DECREASES YOUR FEELINGS, THOUGHTS AND OTHER EMOTIONS.
2. REPEATED NEGATIVE SELF-TALK CAN LEAD TO EXAGGERATED AND IRRATIONAL THINKING
3. OFTEN, WE USE NEGATIVE SELF-TALK BECAUSE WE HAVE NO IDEA OF WHAT WE ARE DOING TO OURSELVES

### MONITOR YOUR SELF-TALK

Directions: Tick in the YOU SAY IT column next to any of the following remarks if you have said them to yourself or the YOU HEAR IT column if you have heard others saying it recently. Add in two (2) that are not listed.

SELF-TALK	YOU SAY IT	YOU HEAR IT	CONSEQUENCES	FEELINGS
I HAVEN'T GOT TIME				
IT'S NOT MY JOB				
I'M NOT A GOOD AT ...				
I'M TIRED				
IT'S TOO BUSY				
I HATE THE CUSTOMERS				
IT'S QUIET				
IT'S SLOW				

#### STEP 4. THE 3 SECOND RESET



##### LOOK AT THINGS DIFFERENTLY

EMPLOYEES WHO ARE HIGHLY SELF-MOTIVATED REALISE THAT EVERY JOB HAS ITS LESS ENJOYABLE ELEMENTS, BUT THEY KEEP GOING.

THEY CAN ENVISION REACHING THE GOAL WHICH GIVES MEANING TO THE MUNDANE.

IDENTIFY ASPECTS OF YOUR JOB AND AT HOME THAT FRUSTRATE OR ANNOY YOU BUT IF YOU LOOKED AT THEM DIFFERENTLY YOU WOULD BE MORE SUCCESSFUL

ASPECTS	CHANGE PERSPECTIVE	NEW OUTCOME

##### EMPATHY

EMPATHY BEGINS WITH LISTENING. NOBODY IN LIFE WILL LISTEN TO US UNLESS THEY FEEL WE HAVE LISTENED TO THEM.

SOMEONE WHO IS EMPATHETIC LISTENS AND RESPONDS AND CAN'T HELP BUT DISPLAY SENSITIVITY AND CONCERN, WHICH MAKES A CONNECTION WITH PEOPLE.

INDIVIDUALS WHO LACK EMPATHY ARE MORE FOCUSED ON THEIR NEEDS AND PAY LITTLE OR NO ATTENTION TO ANYONE ELSE'S.

NO CONNECTION IS MADE.

THREE STRATEGIES TO BUILD YOUR RESILIENCE PRESENTED BY LUCY HONE  
YOU CAN NAVIGATE TOUGH TIMES

1. RESILIENT PEOPLE GET THAT SHIT HAPPENS.  
SUFFERING IS PART OF LIFE.  
KNOWING THIS STOPS YOU FROM DISCRIMINATION  
WHEN THE TOUGH TIMES COME.

YOU WERE GIVEN THIS LIFE BECAUSE YOU ARE STRONG ENOUGH TO LIVE IT

2. CAREFUL WHERE THEY SELECT THEIR  
ATTENTION.  
APPRAISE WHAT THEY CAN CHANGE AND WHAT  
THEY CAN'T.  
TUNE INTO THE GOOD.  
HUNTING THE GOOD STUFF.  
**SHARE THREE GOOD THINGS THAT HAPPENED TO  
YOU TODAY.**

GET BACK CONTROL

3. IS WHAT I AM DOING HELPING OR HARMING ME.  
WHATEVER YOUR DOING GET BACK IN THE  
DRIVERS SEAT.  
GIVES YOU BACK CONTROL OF YOUR DECISION  
MAKING.

THERE IS NO GROWTH WITH COMFORT.

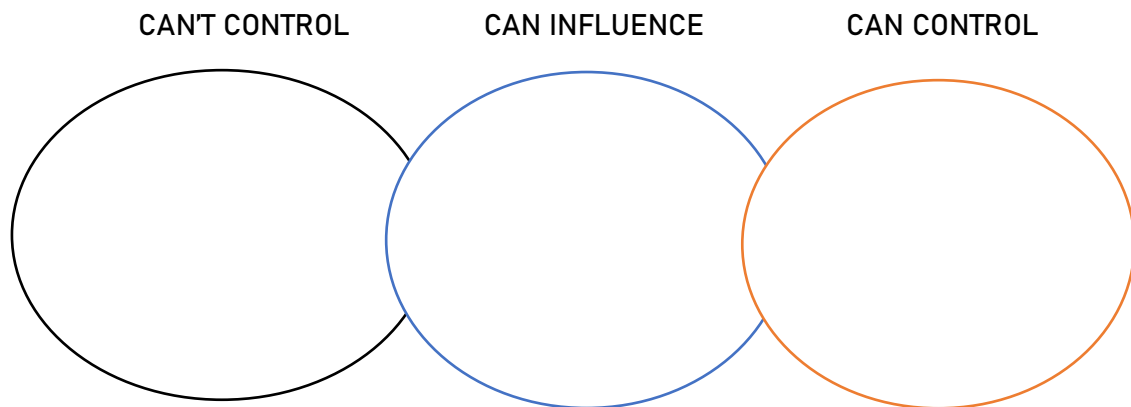
SELECT AT LEAST ONE YOU DO NOT DO AND IMPLEMENT FOR AT LEAST 1 MONTH

- ☐ LEAP OUT OF BED EARLY WITH PURPOSE.
- ☐ TAKE COLD SHOWERS.
- ☐ UNPLUG FROM SOCIAL MEDIA FOR A MONTH.
- ☐ READ A BOOK FOR 30 MINUTES A DAY.
- ☐ DO MINI WORKOUTS THROUGHOUT THE DAY.
- ☐ REFLECT AND RESET.
- ☐ HAVE A NEW MONTHLY CHALLENGE TO GROW.



## THE THREE CIRCLES

ON THE RIGHT-HAND SIDE, DRAW A CIRCLE WITH THE CAPTION "CAN CONTROL." ON THE LEFT HAND SIDE DRAW A CIRCLE WITH THE CAPTION "CAN'T CONTROL." NOW, IN THE MIDDLE OF BOTH CIRCLES, DRAW A THIRD CIRCLE WITH THE CAPTION "CAN INFLUENCE"



FOR THE ONES WHICH YOU CAN INFLUENCE CROSS THEM OFF YOUR LIST IN THE "CAN'T CONTROL" LIST AND THEN FORGET ABOUT WHAT IS LEFT IN THE "CAN'T CONTROL" LIST.

## EXCELLENCE IS NOT AN ACT BUT A HABIT

45% OF OUR DAILY ACTIVITY IS HABIT.  
HABITS ARE AUTOMATED ACTIONS LIKE DRIVING A CAR.  
CUE / BEHAVIOUR / REWARD.  
DOPAMINE RELEASE.  
AFTER SEVERAL WEEKS THE NEURONS GET STRONGER.  
REPETITION TELLS THE BRAIN THIS IS IMPORTANT.  
CHECK WHAT YOU DO EVERYDAY.  
DO YOU WANT TO BE THAT PERSON.  
GET COMFORTABLE BEING UNCOMFORTABLE.

## WE ARE WHAT WE REPEATEDLY DO

1. IS THIS THE PERSON YOU WANT TO BE
2. CHANGE TAKES TIME
3. TAKE SMALL STEPS
4. DEVELOP HABITS THAT TAKE YOU CLOSER TO YOUR GOALS

BAD HABITS	ACTIONS TO TAKE

## CREATE ACTION HABITS

1. DO WHAT YOU DISLIKE FIRST
2. TAKE ACTION IN THE DIRECTION OF YOUR GOALS EVERY DAY
3. BREAK BIG TASKS INTO SMALL BITES
4. CREATE POSITIVE AND PRODUCTIVE ROUTINE
5. CREATE VISUAL AND EMOTIONAL TRIGGERS

## QUICK QUIZ

1. LIST THREE EI COMPETENCIES


2. WHAT IS A RETICULAR ACTIVATING SYSTEM?

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3. WHY IS IT IMPORTANT TO CONTROL YOUR SELF TALK?

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4. EXPLAIN THE 3 SECOND RESET

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5. WHAT ARE THREE RESILIENCE STRATEGIES?

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6. WHAT IS THE MAIN PURPOSE OF THE THREE CIRCLES

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7. WHAT ARE FIVE ACTION HABITS?

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<b>COMPLETE THE SESSION REVIEW</b>		<b>COURSE</b>	<b>ESSENTIAL SKILLS FOR A TOP PERFORMER</b>
<b>NAME</b>			
<b>REACTION TO THE TRAINING DELIVERY AND CONTENT</b>			
<b>WHAT KNOWLEDGE HAVE I GAINED FROM THE CONTENT</b>			
<b>WHAT BEHAVIOUR WILL I CHANGE BASED ON THE LEARNING</b>			
<b>WHAT IMPROVED RESULTS CAN I EXPECT TO SEE</b>			
<b>GENERAL FEEDBACK</b>			

## TAKE AWAYS