



SOCIAL INTELLIGENCE SKILLS

A Critical Skill
for Service Leaders

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scammell

One Day Workshop

Social Intelligence for Sector Leaders

A critical skill for leaders who wish to create devoted employees and lifetime customers.

This program is designed for leaders whose role it is to motivate and inspire staff every day to deliver exceptional customer service.

You will;

Measure your own emotional Self-awareness and gain an accurate self-assessment.

Develop new and creative ways to enable and influence the brains of your employees to do their best.

Determine how to build a team with social intelligence muscle. Observing and developing what transpires between employee and customer when they connect.

Gain clarity around what motivates you as a leader and how to be agile and resilient when working under pressure.

All without adding additional hours to your working day and additional tasks to the to-do list.

Going beyond being a functional leader

Do you feel at times a sense of hopelessness when it comes to finding and retaining staff that deliver good customer service?

Do you find it easier to settle with staff that, at least have the skill and competency to get the job done, regardless of their attitude towards the customer?

A critical skill for the future in work

A recent report published by the Institute for the Future (IFF), does an outstanding job of identifying the key work skills and capabilities needed in the next few years (and arguably needed now). Social intelligence is up there in the top three.

For leaders this means the business world is looking for more relationship-based construct for assessing leadership, which we define as a set of interpersonal competencies built on specific neural circuits that inspire others to be effective.

In other words, the ability to connect with people in a deeper, more meaningful way (staff or customers) enabling you to get things done and solve complex problems, despite the abstraction of technology.

Social intelligence is now recognised as a key factor in leadership performance.

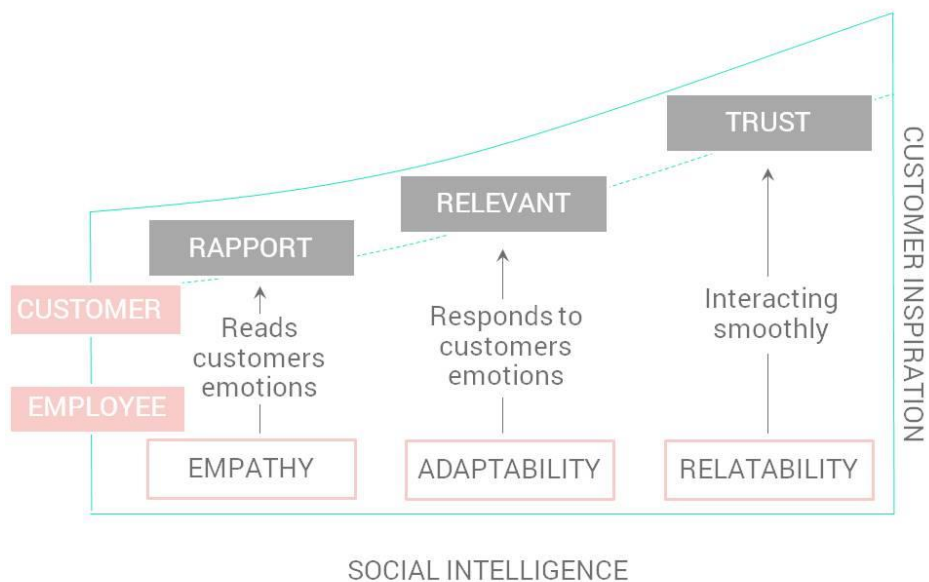
You may find in the future; the workplaces are prioritising individuals when recruiting or promoting who are able to;

- ✓ read situations of staff and customers
- ✓ adapt their outputs and energy depending on the situation
- ✓ relate to their staff and co-workers with empathy
- ✓ strong persuasion and influencing skills
- ✓ able to assist people with a caring nature
- ✓ bring agency to teams with agility and responsiveness
- ✓ builds trusts with their team and their customers
- ✓ bring social perceptiveness to the workplace
- ✓ negotiation skills with people

Why Social Intelligence inspires customers

When you fine tune your own social intelligence, you will increase the engagement of your staff seeing them perform 20% better than other staff. This will result in 10 X customer loyalty.

The below Customer Inspiration model has been validated independently with over 9,000 employee experiences and 850,000 customer experiences.



Already Socially Intelligent?



Brilliant – the world needs more people like you!

If you are already getting great feedback and results from your manager on how you relate to people, interact with people and get the most out of people then this program will enhance your capability and provide you with a framework to take back into your workplace to have even greater impact than you already are.

Not really sure how Socially Intelligent you are?



If you are new to the term social intelligence and you are leading a team, it's a great time to think about this critical future skill. In order to inspire your customer's you need a tribe of devoted employees who are continually motivated and energised to tap into their heart sets and mind sets in the workplace.

It's your job as leaders to support and energise the frontline employees on a daily basis.

Program Inclusions

Program Fee AUD \$550pp +GST and includes:

1 day workshop

1 Full day learning in an interactive facilitated environment, additional benefit

of being with people from other industries and sectors.

Coaching Call Support

A 30 minute 1:1 coaching call with Jaquie Scammell after the program.

Online Plan and Support

It takes 66 days to wire in a new habit, to create the new neural pathway of a new habit. After 66 days you will reach automaticity, meaning your new habits will be easier to do than not to do. I will support you through the first 66 days after this program.

Each week following your coaching call, you will receive support via your mobile phone and email channels, as reminders of what your new habits are. We will artfully master integration of these habits.

At the end of the 66 days we will assess the success of the program by reviewing the below desired outcomes:

- ✓ Deeper awareness and skills around motivating the humans in your workforce
- ✓ Happier team members at work willing to do more without being asked
- ✓ Greater awareness and techniques on energy management (for them and their staff)
- ✓ Efficient practices on how to develop socially intelligent employees
- ✓ Improved performance of your direct teams
- ✓ Reduced costs in labour wastage, improved productivity with ease
- ✓ Greater leadership effectiveness across all levels of staff

- ✓ Improved relationships with employees and peers in the workplace
- ✓ Increased job satisfaction and professional growth for you personally
- ✓ Closer connection to company brand and vision, clarity of how you add value

My commitment to you

I bring an energy to this program that creates a space, undistracted for participants to viscerally, emotionally and mindfully learn.

You will leave feeling energised and relieved to know that you have the skills to make work not only easier but also far more effective, having some fun along the way.

In service to you and your people, I have so much to give after 25 years of being in the business of leading people and serving people, therefore I intend on offering you insanely great value.

Jaquie Scammell x



Here are some nice things that people who have worked with me have said about their experience

I had a light bulb moment –as simple as it is; I have been asking the wrong questions all of my career.

Regional Retail Manager

I've learned that a key step towards self-mastery is acknowledging both positive and negative impulses and working on ways to control them for greater leadership effectiveness

Branch Manager

As a busy HR Manager that has many competing priorities this course was valuable, practical and meaningful. It was the perfect reset needed to get smarter at how I am leading and influencing people at work.

Thank you

HR Manager

I did not expect to walk away after two days with such clarity and purpose of my role – this has set me up with good foundations for my next role

Operations Manager



To learn more about Social Intelligence [click here](#) to view an interview with Jaquie

To find out when the next program is running in Melbourne please contact niki@jaquiescammell.com or call on 0431 133 904