

1. Keynote speech: There is nothing like failure only feedback

Objective:

- Communication between two people has to account for both parties: culture, language, values, beliefs and past experiences – no two people will ever get the same message.
- The importance of giving feedback, pointing out the good with the areas of improvement
- We all have blind spots -it's important to listen to feedback from your team as well.
- When to walk away, some battles are not worth fighting for.
- To become a self-managed leader, to use their own brain, take initiative and not simply follow orders.

3 stories that are used to illustrate the messages are:

- **Violinist-Washington Post story** -clear communication
- **Rodrigues**-importance of giving and receiving feedback, praise and your identity.
- **Lost Japanese soldiers**: Don't just follow orders, some battles will be lost.

2. The Shark, the victim and the rescuer -Y-Connect (45 minutes – 1hour)

- Subtitle: A Dolphin's guide to healthy relationships
- Leaders or teams.

Outcomes for this session:

- To empower your team leads to notice what roles they and their teams are taking on, That are dysfunctional.
- To identify the shark, the victim and the rescuer.
- To coach parties by being empathetic rather than sympathetic.
- To create a win-win between teams, management and clients.
- To notice destructive behaviours of criticising, stonewalling, being defensive, or using contempt -coaching the team to do something helpful, and also changing their own behaviour.
- To find a way of removing the person from the behaviour, and focusing on what you want to change.
- Adding humour, interest and empathy into our relationships.

3. Leadership and team dynamics: Training session can be changed into a keynote with some of these learnings intertwined into it.

- This can range from 20 minutes -1 hour
- Leadership audience

Topics that can be covered as part of training or keynote at conference:

- Starving the pigeons, feeding the eagles -a leader should have a strategic focus.
- Eating the frog -time management.
- Empathy versus sympathy -emotional intelligence
- Efficiency versus effectiveness.
- Leaders vs managers -Leadership examples from the Chilean Miner vs The Raft.
- Goal setting -chunking goals
- The different phases of team development: Forming, Norming, Storming, Performing, Adjourning.



Yoke Van Dam is one of the leading Behavioural Change Trainers in the Industry with a vast background in Neuro-linguistic Programming. She has coached and trained numerous top tier executives in the Advertising and Automotive Industry on Leadership, Sales and changing behaviour. She is a Keynote Speaker focussing on Behavioural change. She believes in having Healthy relationships at Work and at home, and says that Change is easy, if you know Why you want to change. c