



TRAINING & COACHING SOLUTIONS

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A WORD FROM THE DIRECTOR

I started ReadyPeople with a one-line business plan: To make people better.

I wanted to create a company that draws on like-minded people to go into organisations or to work with individuals to make them better – better at their jobs, at their relationships, better as leaders, and better with their customers.

Ultimately, to be better at getting results! And results mean revenue!

Here are some of the solutions we offer. We're not a one-size-fits-all company. We love to get to know our clients first, do a bit of a deep dive into the areas of concern, and build a solution that will be effective and sustainable for you.

We like to see ourselves as your behaviour change partners, getting alongside you to build a powerful and healthy business.

Clive

CLIVE VANDERWAGEN
DIRECTOR





SOME OF OUR AMAZING CLIENTS

We opened doors in February 2020 for business – a month before the world went into shutdown. Who knew what lay before us?

In the years since we launched, we've been fortunate enough to grow, work with amazing clients, and see incredible results. We've had culture conversations and team training days, taught call centre agents the power of connection, and coached and trained leaders on relationships.

We believe that great working relationships are the foundation of great results.

- MOMENTUM METROPOLITAN
- GUARDRISK
- TYME BANK
- OLD MUTUAL INSURE
- MULTICHOICE
- HENKEL
- REGENESYS BUSINESS SCHOOL
- ENTERPRISES UNIVERSITY OF PRETORIA
- TSIBA ACADEMY
- CAXTON CTP
- MINDFUL AGENCY (CANADA)
- DNALYSIS
- UPSKILL STUDIO
- MAJESTIC INTERACTIVE
- COHESION COLLECTIVE
- CAPITAL HOTEL GROUP

"The team can't stop talking about how this will help them engage better with their teams and introspect more on their own emotional responses and behaviour."



BEYOND CUSTOMER EXPERIENCE

CUSTOMER EXCELLENCE UNLEASHED

The **Beyond Customer Experience** course is a full-day programme designed to empower customer-facing professionals to elevate their customer interactions from service to excellence.

This course explores concepts such as the psychological hungers needed for relationships to thrive, ego states, recognising and neutralising difficult customers, developing effective listening skills, and implementing the steps to customer excellence.

Topics Covered

- Introduction to Customer Excellence
- Psychological Hungers
- Transactional Analysis and Ego States
- Working with Difficult Customers
- Listening Skills
- Steps to Excellence

By the end of the **Beyond Customer Experience** course, participants will have gained a comprehensive understanding of delivering customer excellence.

They will emerge as customer-focused professionals capable of delivering exceptional experiences to drive customer loyalty and business success.



Cultivating Relationships That Get Results

People with mindful relationships do great work together. Like any skill, relationships require work. By improving your team dynamics, you strengthen your culture and improve engagement.



Training to create change

The quality of our actions is ultimately determined by the quality of our relationships.

If we want to be effective or manage change well in an organisation, we must build healthy and informed relationships, where responses are considered.

In this four-hour session, we explore how to cultivate relationships more effectively so that our businesses can thrive, innovate, problem-solve and deliver quality results.

Using a psychological theory called Transactional Analysis, we will explore how you can be more build healthy, collaborative relationships.

“

The morale, mood and engagement between the team members certainly improved. I can not thank you enough for the great session!

Guardrisk

“

ReadyPeople is insightful and engaged openly. Their manner of communicating succeeded in getting my entire team involved.

Henkel



Quality relationships

We work on managing relationships to increase efficiency and deliver successful results



Connections matter

Learn how to connect with your team and clients to improve collaboration and strengthen culture



Recognition

Recognition is one of the primary human hungers. Together we explore authentic recognition

Managing Relationships With Emotional Intelligence

In this training, we help you to learn the skills needed to navigate the business terrain with stronger resolve and a mindset of growth and expansion while improving relationships.



Being in the business world isn't easy. You're expected to leave your emotions at the door, get on with the job, and do it as quickly as possible. This is impossible, so how do we make our emotions work with us and for us?

People with high emotional intelligence can manage their impulses, communicate with others effectively, manage change well, solve problems, and build rapport in tense situations. They also have empathy, remain optimistic despite adversity, and are gifted at leading, educating and persuading, and resolving customer complaints in a customer service role.

Learning Outcomes of Managing Relationships with Emotional Intelligence



Understand, use and manage your emotions effectively and with confidence



Define and practice self-management to control situations and interactions as powerfully as possible



Understand that how you feel, interact with others, and handle conflict is directly reflected in the quality of work produced



Empathy: Recognise the importance of being aware of others' feelings and exhibiting compassion



Unlocking Leadership Excellence: Understand, Inspire, Excel





READYPEOPLE'S FLAGSHIP LEADERSHIP COURSE

Course Overview

The **Unlocking Leadership Excellence** course empowers leaders with the necessary insights and tools to excel in their roles.

This full-day programme focuses on understanding the intricacies of human behaviour, building strong relationships, and inspiring teams to achieve exceptional results.

In the course, participants will gain a deep understanding of key concepts such as human hungers, ego states, the Integrating Adult, Okayness, and leading through relationship

By the end of the **Unlocking Leadership Excellence** course, participants will have gained a comprehensive understanding of the intricacies of human behaviour, acquired valuable leadership skills, and be equipped with practical strategies to inspire and excel in their roles.

They will emerge as empowered leaders capable of cultivating strong relationships, harnessing team potential, and driving exceptional results.



Mastering Emotionally Intelligent Leadership



Course Overview

The **Mastering Emotionally Intelligent Leadership** course will equip leaders with the essential skills to navigate and harness emotions effectively in their roles.

This comprehensive training focuses on developing self-awareness, self-regulation, and relationship management, and introduces the Mindful Adult ego state.

Through a combination of experiential exercises, interactive discussions, and practical application, participants will gain a deep understanding of emotional intelligence and learn strategies to respond thoughtfully and constructively in various leadership situations.

Topics Covered

- Introduction to Emotionally Intelligent Leadership
- Self Awareness
- Self Regulation
- Relationship Management
- The Mindful Adult

By the end of the **Mastering Emotionally Intelligent Leadership** course, participants will have developed a high level of emotional intelligence, and been equipped with essential skills to respond effectively and thoughtfully in diverse leadership situations.

They will emerge as leaders who can navigate emotions, build strong relationships, and drive positive organisational outcomes through their harnessing of the power of response.

Fearless Leadership: Navigating Anxiety, Inspiring Resilience

The **Fearless Leadership** course is an intensive one-day programme designed to empower leaders with the knowledge and tools to navigate anxiety, inspire resilience, and foster a culture of fearlessness within their teams.

Participants will explore the distinction between anxiety and fear, understand the benefits of healthy anxiety and fear, recognise when anxiety and fear become toxic, and learn strategies for containment, effective communication, and building trust.

Leaders will gain the skills needed to lead with confidence and guide their teams through challenging situations.



Topics Covered

- Anxiety versus Fear
- The Benefits of Anxiety and Fear
- When Anxiety and Fear Becomes Toxic
- Containment
- The Mindful Adult
- Communication
- Trust
- The five working styles

By the end of the **Fearless Leadership** course, participants will have gained a comprehensive understanding of anxiety, fear, and their impact on leadership.

They will acquire practical strategies to navigate anxiety, inspire resilience, and foster a culture of fearlessness within their teams.

Participants will emerge as fearless leaders who can effectively manage anxiety and fear, communicate with clarity and empathy, and build trust to drive positive outcomes in challenging and uncertain environments.

Leading as a Coach: Inspiring and Driving Results



The **Leading as a Coach** course will equip leaders with the skills and mindset to inspire their teams and drive exceptional results through coaching techniques.

Participants will learn powerful coaching techniques, explore effective coaching questions, understand the coaching model, engage in role plays of real-life scenarios, discover strategies for getting people into the Adult ego state, and gain insights into balancing connection and task-oriented leadership.

Through interactive discussions, practical exercises, and experiential learning, leaders will develop the ability to lead with a coaching approach, fostering growth, empowerment, and high performance within their teams.

Topics Covered

- Introduction to Leading as a Coach
- Coaching Questions (Spiral Up)
- Coaching Models
- Getting People into the 'Adult'
- Connection versus Task

By the end of the **Leading as a Coach** course, participants will have acquired the necessary skills and mindset to lead with a coaching approach, inspire their teams, and drive exceptional results.



Landing Your Data and Message



The **Landing Your Data and Message** course equips delegates with the skills and techniques to effectively deliver data-driven messages and presentations.

Through the exploration of storytelling techniques, effective use of visuals and PowerPoint, and strategies for creating engaging presentations, participants will learn to captivate their audience, convey complex information with clarity, and make a lasting impact.

This course is ideal for professionals who regularly work with data and need to communicate their findings and insights compellingly and persuasively.

Please note: This is not a PowerPoint course. The course looks at storytelling techniques and how to use these to translate to any form of presentation.

By the end of the **Landing Your Data and Message** course, participants will have gained the skills and confidence to effectively deliver data-driven messages and presentations. They will be adept at using storytelling techniques to engage and captivate their audience.

Unlocking Your Full Leadership Potential: Flourish with Functional Fluency Coaching

The Unlocking Your Full Leadership Potential coaching programme is a transformative journey designed to empower individuals to reach their full leadership potential through the power of functional fluency.

This six-session programme combines the insights of the TIFF Profile actometric assessment, personalised coaching, functional fluency-based training, and a clear focus on areas of attention and the way forward.

Coachees will gain a deep understanding of their strengths and areas for growth, develop practical strategies to enhance their functional fluency, and unlock their leadership capabilities.

The programme is structured to support participants in their personal and professional growth, ensuring long-lasting positive change.



Programme Breakdown:

TIFF Profile Assessment:

- Participants will undergo the TIFF Profile actometric assessment, providing valuable insights into their behavioural patterns and preferences.

Personalised Results:

- Individual coaching sessions will be conducted to review and discuss the results of the TIFF Profile assessment.
- Participants will gain a deeper understanding of their strengths, blind spots, and potential areas for growth in leadership.

Areas of Attention:

- Through coaching sessions, participants will identify specific areas of attention and areas for growth.
- Attention will be given to developing key leadership competencies and overcoming potential challenges or barriers.

Way Forward:

- Participants will work collaboratively with the coach to develop a clear roadmap for their leadership development journey.

Potent Leader Development Coaching



The Potent Leadership Development Programme is a coaching offering designed to empower individuals to become more potent leaders within their organisations.

Through weekly one-hour coaching sessions, participants will receive coaching, guidance, support, and strategies to enhance their leadership effectiveness, drive meaningful impact, and achieve their leadership goals.

This coaching and mentoring blend is designed for individuals seeking to unlock their full leadership potential and make a significant difference in their organisational roles.

"The coaching experience was profound, and life-changing.

I was given a set of tools to deal with issues and he set me on a path to self-improvement."

Programme Breakdown:

Weekly Coaching Sessions:

- Weekly one-hour coaching sessions focused on their individual leadership development.
- Coaching sessions will provide a safe and confidential space to explore challenges, set goals, and receive coaching guidance for becoming a more potent leader.

Tailored Leadership Guidance:

- Participants will receive personalised strategies, tools, and techniques to enhance their leadership effectiveness and navigate various organisational dynamics.

COURSE SUMMARY

COURSE	TIME	AIMED AT
BEYOND CUSTOMER EXPERIENCE: CUSTOMER EXCELLENCE UNLEASHED	FULL DAY	CUSTOMER-FACING STAFF
CULTIVATING RELATIONSHIPS THAT GET RESULTS	HALF DAY	ALL STAFF
MANAGING RELATIONSHIPS WITH EMOTIONAL INTELLIGENCE	HALF DAY	ALL STAFF
UNLOCKING LEADERSHIP EXCELLENCE: UNDERSTAND, INSPIRE, EXCEL	FULL DAY	EXECUTIVES MIDDLE MANAGEMENT TEAM LEADERS FOUNDATIONAL LEADERS
MASTERING EMOTIONALLY INTELLIGENT LEADERSHIP	HALF DAY	EXECUTIVES MIDDLE MANAGEMENT TEAM LEADERS FOUNDATIONAL LEADERS
FEARLESS LEADERSHIP: NAVIGATING ANXIETY INSPIRING RESILIENCE	FULL DAY	EXECUTIVES MIDDLE MANAGEMENT TEAM LEADERS FOUNDATIONAL LEADERS
LEADING AS A COACH: INSPIRING AND DRIVING RESULTS	HALF DAY	EXECUTIVES MIDDLE MANAGEMENT TEAM LEADERS
LANDING YOUR DATA AND MESSAGE	HALF DAY	ALL STAFF REQUIRING PRESENTATION SKILLS

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