



Human Skills

1 or 2 day seminar
introducing the five
Human Skills

HARD SCIENCE FOR HUMAN SKILLS

Behavioural Intelligence is the capability to observe, identify, articulate and leverage behaviour and the speed with which it is done. Individuals with high Behavioural Intelligence detect and identify additional aspects of behaviour. In so doing they derive more meaning from the behaviour of others by reducing the inherent ambiguity. These individuals are better able to use this information to form stronger relationships faster, are able to influence the decisions of others, and deal with their emotions.

They are adept at detecting deception and have a heightened understanding of other's motivations and issues. High level Behavioural Intelligence provides increased effectiveness and efficiency in all human interactions. Behavioural Intelligence is comprised of five human skills each of which interacts with and is dependent upon the others. Excellence in any one area does not constitute an overall excellence in Behavioural Intelligence and often people will have intuitively developed one or more of these skills over their lifetime.

This seminar, which is not available from any other company in Australia, provides an introduction to Human Skills and will allow participants to gain an understanding of each of the Human Skills and gauge how effective they are with them.

The five human skills are:

- Reading People
- The Role of Emotion
- Building and Testing Rapport
- Decision Making
- Influencing People

Who should attend?

Anyone dealing with people where understanding and applying Human Skills would be beneficial. Practitioners who would gain advantage from better managing human interactions to achieve faster and more productive outcomes.

Latest public course schedules, dates, prices and locations are posted at www.newintelligence.com.au

Private group courses are also available from \$285 per person per day.



New Intelligence is the home of Human Skills – and Australia's only provider of Human Skills training.

Human Skills

In their ground breaking book, Human Sigma, Fleming and Asplund cleverly use an excerpt from the movie Terminator 2: Judgement Day to illustrate the typical executive and managerial attitude to humanity in the workplace:

John Connor: "Can you learn stuff you haven't been programmed with so you could be, you know, more human? And not such a dork all the time?"

The Terminator: "My CPU is a neural net processor, a learning computer. But Skynet presets the switch to "read only" when we're sent out alone."

Sarah Connor: "Doesn't want you doing too much thinking, huh?"

The Terminator: "No."

Unfortunately technology and systems have failed to provide the expected infallibility that they promised and the need for Human Skills is becoming more obvious every day. Human Sigma again provides the rationale for this, "**Put simply the problem is this: Even the most perfectly designed and built process or system is only as good as the human being who uses it. And, for many executives, because controlling quality in processes**

and systems is infinitely easier than similar activities with people, it seems reasonable to try and factor people out of the equation all together."

The Human Skills Seminar will provide participants with a first hand look at the Human Skills that are necessary to operate effectively and efficiently in the workplace and in life; challenging them to assess their own abilities and potential in this new and exciting field.

REGISTRATION FORM

Name

Organisation

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Mobility or dietary requirements? Please Specify. Yes

Course Details

Course Date:

Course Location:

Course Price (including GST):

Terms of Service and Cancellation policy can be found at www.newintelligence.com.au

Payment Method

This notice will be treated as your official TAX INVOICE upon New Intelligence (ABN 53 117 410 670) receiving payment for your attendance at this event.

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P (02) 6163 0100 **F** (02) 6163 0150

E training@newintelligence.com.au **W** www.newintelligence.com.au