

Managing Behaviours

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Online &
Hands-on
Workshop



Managing Behaviours

Online Workshop

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Who it is for

For all those who recognize the importance of managing different behaviours and improve their communication skills accordingly.

What it is about

Recognizing the importance of managing different behaviours to communicate efficiently.

Because organizations are composed of individuals from various levels working toward a common goal, communication is very important. People in an organization need to be able to communicate in order to accomplish tasks such as problem solving, decision making, information processing, information and idea exchange, coordination, liaison, negotiation, and enquiry...

Understanding how communication occurs is a major step toward implementing better communication in the workplace.

Program Overview

- **Introduction / Context**

This workshop is a role play where a Customer Service Manager of a large company has recently attended a training course on “5S in a virtual office”, a methodology to improve productivity and efficiency overall, applied to an administrative environment.

Inspired by the benefits in implementing such methodology, our Customer Service Manager strongly believes that his/her department could get more productive as well as look better to all and (unexpected) visitors. The manager has arranged a (virtual) meeting with his/her direct reports, each one of them with a different and challenging behaviour.

- **Learning Objective**

Learning by doing:

Through the setup of a virtual office meeting, the purpose of this interactive workshop is for every participant to identify and understand how best different behaviours can be managed.

- **Content**

In this workshop, the following topics will be covered:

- ✓ Welcome
- ✓ What does the workshop consist of

- ✓ Introductions of the presenters and participants
- ✓ Ice Breaker
- ✓ Role play & Debriefing (70% of the workshop)
- ✓ How to inspire change in behaviour
- ✓ Take away
- ✓ Conclusion

- **Duration**

The duration of this workshop is about 2h30. An online collaboration platform will be used to recreate a virtual office environment.

- **Number of participants**

Our goal is to facilitate a quality workshop in terms of active participation, where we can dedicate our full attention to each of the participants. This workshop requires 9 participants.

What is unique about this program?

The characters, the tools, the focus and the active collaboration in an online environment.

- ✓ Each **character** has been created with a different behaviour, behaviours that we typically come across in any team or organization.
- ✓ The **tools** used in this workshop help facilitating the creation and communicating process.
- ✓ The **focus** of this workshop is the active participation of each participant through examples from real organizations, including their own.
- ✓ The use of **innovative technology** helps bringing all participants together into a collaborative effort towards the same goal.



About BeLiveLean and Lean4U

- Who we are



María Albertina is an industrial engineer and a professional Ontological Coach. She has 20+ years of experience in training, facilitation and implementation of processes and improvements in companies of various categories and sizes.

She is passionate about Lean Philosophy, and an expert in leading multicultural and multifunctional teams. She is the founder of her own consultancy [BeLiveLean](#).



Florence is an industrial chemical engineer with 26+ years of experience in different multinationals, sectors and roles in EMEA. She is a Senior Consultant, a Business and Sport Coach.

She is passionate about Digital Transformation, Lean Office, Management and Strategy, and the author of several eBooks and articles. She is the founder of her own consultancy [Lean4U.net](#).

- What we do

Proposing Lean Office and Leadership-oriented communication training programs, we act as a catalyst to help you accelerating your professional skills and abilities to face the future of work.

Contact Us

Do you need any help and/or guidance in your continuous improvement journey? Don't hesitate to contact us at:



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Join our community in LinkedIn!

Catalysing the skills of the future

We act as a catalyst to help you accelerating your professional skills and abilities to face the future of work.

You can find our group here: <https://www.linkedin.com/groups/13556309/>

This group aims at creating a community dedicated to professional soft skills through experience and material sharing with the ultimate goal of keeping up with business disruption.



See you soon!

