

Introducing Modern Life Skills



Background Information

The Learning Architect has thoroughly researched and investigated the skills and competencies required for individuals to cope better and more effectively with modern living.

The portfolio of essential life skills has been designed working with the United Nations Educational, Scientific and Cultural Organization (UNESCO) model which divides life skills into subsets of categories which include the following:

Learning to know - cognitive abilities

Learning to be - personal abilities

Learning to live together - interpersonal abilities

As a result 20 key life skills have been identified as follows:

Change Ability

Communication

Conflict Resolution

Creativity

Decision Making

Emotional Resilience

Empathy & Understanding

Energy Management

Feedback Skills

Goal Setting

Life Balance

Impact & Influencing

Positive Thinking

Problem Solving

Relationship Building

Relaxation Techniques

Self Confidence

Stress Management

Time Management

Trust & Respect

These *Modern Life Skills* have been designed to help you to support your people and return on investment through easily sustainable behavioural outcomes.

- Take a pick 'n' mix approach, choosing from the portfolio available
- Each of the 20 life skills are 60-minute interactive bite-size sessions
- We recommend a maximum of 4 modules to be delivered per day
- Longer sessions can be designed and tailored to suit your requirements
- The sessions can be tailored to accommodate any size audience
- They are suitable for bespoke learning programmes, conferences and team builds
- Annual license fee for organisations to use as an on line learning option is available
- Modern Life Skills book is available with additional support information
- Sustainable post event support learning including our dedicated e - line service
- In house Train The Trainer programme options are also available

What are the benefits of this approach?

- High impact sessions to energise and motivate
- Mix 'n' Match sessions to create tailored programmes
- Easily integrated alongside other training activities
- Less time out of the business
- Emphasis on keeping it simple with focused outcomes
- High volume approach to reduce cost
- High level of people engagement
- Personal action plans to ensure sustainable outcomes
- Free post training support materials

Modern Life Skills Portfolio

20 bite size modules



Change and the ability to manage change is becoming increasingly important. It affects the way that we work, the way that we communicate and the entire way that we live our day-to-day lives.

This life skill will enable you to:

- Understand the change process
- Examine the emotions that change brings
- Understand the benefits of change
- Be more positive about change
- Take responsibility for your own change management

Bite Size Session

- Introduction to change
- Discussion about change and sharing positive experiences
- Presentation on change
- Group interactive session
- Tips on coping with and managing change
- Reflection time and personal action planning

It is not the strongest of the species that survives, or the most intelligent, but rather the one most adaptable to change - Charles Darwin

Communication occurs when someone understands you, not just when you speak. It is a lot easier to see something from your own perspective and much more difficult to look at it from another person's.

This life skill will enable you to:

- Actively listen and focus
- Understand your communication style
- Understand the effects of non verbal communication
- Manage technological communication
- Communicate more effectively and positively

Bite Size Session

- Introduction to communication
- Discussion about what makes someone an excellent communicator and sharing positive experiences
- Presentation on communication
- Group interactive session
- Tips on becoming a better communicator
- Reflection time and personal action planning

The single biggest problem with communication is the illusion that it has been achieved - **George Bernard Shaw**

Conflict is when two or more values, perspectives and opinions are contradictory in nature and haven't been agreed upon.

This life skill will enable you to:

- Diffuse your own or the other person's anger
- Listen to what the other person has to say
- Genuinely consider the other person's point of view
- Understand your own strengths and limitations
- Seek win-win outcomes

Bite Size Session

- Introduction to conflict and why it happens
- Discussion about conflict and sharing experiences
- Presentation on conflict
- Group interactive session
- Tips on handling and managing conflict
- Reflection time and personal action planning

Conflict is inevitable, but combat is optional - Max Lucade

Creativity is a very useful tool when we are not able to solve problems or we need to explore new and innovative ways of doing things.

This life skill will enable you to:

- Understand the benefits of creativity
- Explore different methods of creativity
- Develop a creative thinking toolkit
- Develop the confidence to embrace creativity
- Implement new and appropriate creative ideas

Bite Size Session

- Introduction to creativity
- Discussion about creativity and sharing positive experiences
- Presentation on creativity
- Group interactive session
- Tips on developing a creative mind set
- Reflection time and personal action planning

Creativity involves breaking out of established patterns in order to look at things in a different way - Edward de Bono

Decision making is something we do every day of our lives. Some decisions have high-risk consequences, and the impact of the decision may be significant for yourself and for others.

This life skill will enable you to:

- Understand the decision making process
- Identify your decision objective
- Explore the information that you have available
- Analyse your options and conduct a risk assessment
- Make your decision and positively implement it

Bite Size Session

- Introduction to decision making
- Discussion about decision making and sharing positive experiences
- Presentation on decision making
- Group interactive session
- Tips on developing a decisive mind set
- Reflection time and personal action planning

*Decision is like a sharp knife that cuts straight and clean, indecision a dull one that hacks and tears and leaves ragged edges - **Graham Gordon***

Emotional resilience is a core life skill and one that is becoming increasingly important when coping with the challenges and changes that modern living brings about.

This life skill will enable you to:

- Understand your reactions and emotions
- Handle challenging situations positively
- Be open to learning about yourself
- Embrace past mistakes and tap into future potential
- Bounce back quickly and confidently

Bite Size Session

- Introduction to resilience
- Discussion about resilience and sharing positive experiences
- Presentation on creating a set of coping mechanisms for challenging times
- Group interactive session
- Tips on how to become more resilient
- Reflection time and personal action planning

Our greatest glory is not in never falling, but in rising every time we fall -
Confucius

Empathy and understanding is the emotional process that builds connection between people. It is a state of perceiving and relating to another person's feelings and needs.

This life skill will enable you to:

- Demonstrate real interest in how others feel
- Put yourself in another individual's shoes
- Become more compassionate towards others
- Be fully present when you are with people
- Understand other perspectives and viewpoints

Bite Size Session

- Introduction to empathy & understanding
- Discussion about empathy & understanding -sharing positive experiences
- Presentation on empathy & understanding
- Group interactive session
- Tips on how to become more empathetic
- Reflection time and personal action planning

*If there is any one secret of success, it lies in the ability to get the other person's point of view and see things from his angle as well as your own - **Henry Ford***

Managing your energy levels is very important for you to achieve everything you have to do. Understanding how you can balance your energy so that you avoid the slumps and feel energised is the key to managing your time.

This life skill will enable you to:

- Understand your energy levels throughout the day
- Make the most of your peaks and manage your troughs
- Know what zaps you and what fires you
- Understand more about nutrition and exercise as an energy resource
- Improve your physical and mental energy

Bite Size Session

- Introduction to energy management
- Discussion about energy management and sharing positive experiences
- Presentation about energy management
- Tips on becoming more energised
- Reflection time and personal action planning

And what is a man without energy? Nothing - nothing at all - Mark Twain

Feedback is the food of progress and like any food it may not always taste nice however it may be very good for you. Learning to give and receive feedback is key to personal progress.

This life skill will enable you to:

- Understand the importance of feedback
- Know how to deliver feedback positively
- Understand the difference between criticism and feedback
- Manage your emotions positively during the feedback process
- Actively seek feedback as a personal development tool

Bite Size Session

- Introduction to feedback
- Discussion about giving and receiving feedback and sharing positive experiences
- Presentation about feedback
- Tips on feedback
- Reflection time and personal action planning

Feedback is the breakfast of champions – Ken Blanchard

Goals unlock your positive mind and release energies and ideas for success and achievement. Setting goals gives us direction, purpose and focus in our lives and learning how to set objectives and goals is the key to personal success.

This life skill will enable you to:

- Embrace the benefits of what you want to achieve
- Set goals that you are committed to
- Use visualisation techniques to achieve your goals
- Know how to measure your goals
- Ensure that your goals are achievable

Bite Size Session

- Introduction to goal setting
- Discussion about goal setting and sharing positive experiences
- Presentation on goal setting
- Group interactive session
- Tips on goal setting and tracking
- Reflection time and personal action planning

Man is a goal-seeking animal. His life only has meaning if he is reaching out and striving for his goals - Aristotle

Life balance is about how you approach your work and home life. It is about recognising the importance of getting the balance right so that you can be more in control and enjoy a happy fulfilling lifestyle.

This life skill will enable you to:

- Understand how to balance work and home
- Prioritise what is important to you
- Manage your time more effectively
- Create a plan that helps you to balance your life
- Live a more satisfying and fulfilling life

Bite Size Session

- Introduction to life balance
- Discussion on the importance of balance and sharing positive experiences
- Presentation on balance
- Group interactive session
- Tips on how to take a holistic approach to work/home balance
- Reflection time and personal action planning

Work, love and play are the great balance wheels of man's being - **Orison Swett Marde**

Making a positive impact and having the ability to influence people at all levels and in a range of situations are very powerful skills and even more so in the competitive world we live in.

This life skill will enable you to:

- Make a positive impact on others
- Be more confident and assertive
- Express yourself fluently and passionately
- Influence and persuade with integrity
- Inspire and motivate others

Bite Size Session

- Introduction to impact & influencing
- Discussion about impact & influencing and sharing positive experiences
- Presentation on impact & influencing
- Group interactive session
- Tips on impact and influencing
- Reflection time and personal action planning

*Think twice before you speak, because your words and influence will plant the seed of either success or failure in the mind of another - **Napoleon Hill***

Positive thinking is the key to happiness and health. A positive attitude recognises the negative aspects of a situation, however chooses to focus instead on the opportunities available.

This life skill will enable you to:

- Understand the benefits of positive thinking
- Be aware of the key principles of positive psychology
- Use positive thinking techniques to condition your mind
- Appreciate your life more and practise gratitude
- Seek out possibilities where others see obstacles

Bite Size Session

- Introduction to positivity
- Discussion around positivity and sharing experiences
- Presentation on positivity
- Interactive exercise around probortunities
- Group interactive session
- Tips to develop a positive attitude
- Reflection time and personal action planning

A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty - **Winston Churchill**

Problem solving is a key skill with regards to dealing with some of the challenges we face each day. Learning to be resourceful, creative and positive can help you to find a way through a variety of obstacles.

This life skill will enable you to:

- View problems objectively
- Look at problems from all angles
- Identify appropriate problem solving techniques
- Use creativity to tackle problems
- View problems and opportunities

Bite Size Session

- Introduction to problem solving
- Discussion about problem solving and sharing positive experiences
- Presentation on problem solving
- Group interactive session
- Tips on problem solving
- Reflection time and personal action planning

If you only have a hammer, you tend to see every problem as a nail - Abraham Maslow

Building relationships is key to our ability to co-exist with others in society, at home and in the workplace. Positive relationships can help people to feel better connected, supported and altogether happier and healthier.

This life skill enables you to:

- Develop a positive relationship with yourself
- Adapt your behaviour to create rapport with others
- Understand other people's behaviours better
- Improve your communication skills
- Be more empathetic and compassionate

Bite Size Session

- Introduction to relationship building
- Discussion about relationship building and sharing positive experiences
- Presentation on relationship building
- Group interactive session
- Tips to build better relationships with others
- Reflection time and personal action planning

The most important single ingredient in the formula of success is knowing how to get along with people - Theodore Roosevelt

Building relaxation time into your lives is so important and can help to keep your stress levels down, and consequently improve your health. Too much work and not enough time out for ourselves can result in physical and mental health issues.

This life skill will enable you to:

- Understand the health benefits of relaxation
- Create situations where you can relax
- Be able to relax at work and at home
- Explore a range of relaxation techniques
- Create a personal relaxation plan

Bite Size Session

- Introduction to relaxation techniques
- Discussion about relaxation techniques and sharing positive experiences
- Presentation on relaxation techniques and the benefits
- Group interactive session
- Tips on relaxation techniques
- Reflection time and personal action planning

Take rest; a field that has rested gives a bountiful crop - Ovid

The real key to self-confidence is about believing in yourself and trusting your own views and opinions. Every human being has the ability to take control and make positive changes.

This life skill will enable you to:

- Improve your personal intelligence
- Use positive self-talk to develop self-confidence
- Be grateful for what you have and make the most of it
- Identify your hidden potential and cultivate it
- Be the best that you can be

Bite Size Session

- Introduction to self confidence
- Discussion about self confidence and sharing positive experiences
- Presentation on the psychology of self confidence
- Group interactive session
- Tips to developing self confidence
- Reflection time and personal action planning

A man cannot be comfortable without his own approval - **Mark Twain**

A little bit of stress well managed can be a useful motivator so not all stress is bad. We do need to manage our stress levels effectively so that we can avoid burning out and becoming ill.

This life skill will enable you to:

- Understand stress and the effects it can have
- Be more aware of your personal stress triggers
- Get more done in a day without getting stressed out
- Deflect and manage other peoples stress
- Develop a toolkit of stress busters and techniques

Bite Size Session

- Introduction to stress
- Discussion about stress and sharing positive experiences
- Presentation on stress and what it is
- Group interactive session
- Tips to alleviate stress
- Reflection time and personal action planning

Tension is who you think you should be. Relaxation is who you are - **Chinese Proverb**

Time management is one of the most important skills that we can possess. Knowing how to prioritise and get the best and most of the day can alleviate stress, help you to achieve more and result in higher levels of personal satisfaction.

This life skill will enable you to:

- Understand the importance of time management
- Explore the obstacle for managing time
- Implement time management techniques
- Learn to prioritise with confidence
- Develop an organised system for everything you do

Bite Size Session

- Introduction to time management
- Discussion about time management and sharing positive experiences
- Presentation on time zappers
- Group interactive session
- Tips and toolkit on time management
- Reflection time and personal action planning

But what minutes! Count them by sensation, not by calendars, and each moment is a day - Benjamin Disraeli

Feeling valued by others is about feeling that they trust you and respect your opinion. Learning to trust can be challenging and is an important part of demonstrating that you respect and value someone.

This life skill will enable you to:

- Understand the importance of trust
- Learn how to develop the confidence to trust more
- Understand the importance of respect
- Show respect for others
- Empower and value people through trust and respect

Bite Size Session

- Introduction to trust & respect
- Discussion about trust & respect and sharing positive experiences
- Presentation on trust & respect
- Group interactive session
- Tips on trust & respect
- Reflection time and personal action planning

To be trusted is a greater compliment than being loved - **George McDonald**

The Learning Architect provided a very enjoyable and energetic day for the team. We received lots of tips on having a positive approach to work and life and how to manage our own emotions. We were encouraged to look for opportunities and to make sure we take care of ourselves in times of change.

Janet Baker - Deputy Regional Director of Public Health, Department of Health

Modern Life Skills brings to life a subject we all need to embrace and simple actions and solutions we can all benefit from in difficult and challenging times.

Dr David Batman - Workplace Wellness Expert

I would recommend anyone to attend one of these for themselves or for any company going through change, as many of the concepts within the workshops should make the process easier and help those dealing with change maintain a positive and healthy outlook.

Brian Cowen, Manager - Npower

The life skills workshops were informative, interactive and will enable organisations and more importantly individuals, the choice and ownership of actions that will improve health and well-being and improve service delivery and quality to our customers.

Martin Wilson, Head of Health and Well-being - Lincolnshire County Council