



# HUMANIZING

## ADDRESSING RELEVANT PROFESSIONAL TOPICS WITH EMOTIONAL INTELLIGENCE

1 H | 1 topic | 1 exercise

We created **HUMANIZING** to promote positive cycles of change in Organizations, to create conditions to open and deeper communication in the work environment and, last but not least, to unlock the best of each employee by welcoming his wholeness.

These sessions were designed for groups (presential or virtual), in which real issues and common difficulties in the day-to-day of a company are addressed. Addressing each topic, we explain how *to use* self-awareness and emotional intelligence to overcome self-doubt, limiting beliefs, fears and avoid conflict. It is an efficient and enjoyable way for participants to acquire fundamental soft skills and build (maintain) group spirit.

## MINDFULNESS THEMATIC SESSIONS

1. LEADING DIFFICULT CONVERSATIONS
2. RADICAL TRANSPARENCY
3. LET GO OF CONTROL
4. KNOW HOW TO SAY "NO"
5. LEAVE THE COMFORT ZONE
6. STRESS? NO, THANK YOU.
7. FREE YOURSELF FROM JUDGMENT
8. THE POWER OF TRUST
9. LEADER COACH
10. INTRAPRENEURSHIP – THE RIGHT MINDSET
11. LET GO OF WORRY
12. OVERCOMING PERFECTIONISM
13. INDEPENDENCE? NO. INTERDEPENDENCE!
14. ACCEPTING CHANGE
15. ANGER - DON'T REACT, RESPOND.
16. FEAR OF FAILURE
17. REDEFINE SUCCESS
18. FOCUS ON THE ESSENTIAL
19. STAY MOTIVATED
20. TRUE SELF-ESTEEM
21. THE PATH OF DISCIPLINE
22. WORK-LIFE BALANCE
23. OVERCOMING MISTAKES
24. PSYCHOLOGICAL SAFETY
25. LEARNED OPTIMISM
26. FLEXIBILITY – KNOWING HOW TO OVERCOME SETBACKS
27. DEFINING BOUNDARIES IN THE WORKSPACE
28. IDENTIFY AND RECOGNIZE EMOTIONS
29. LEARN TO BE ASSERTIVE
30. EMOTIONAL MANAGEMENT IN TIMES OF TENSION

# HUMANIZING

## 1. LEADING DIFFICULT CONVERSATIONS

At home and at work there is often a need to have difficult conversations or give complicated feedbacks. Sometimes we avoid these moments because we know they can generate conflict and we don't know how to lead a conversation without activating negative reactions in the other person.

**Learning:** In this session we will address one of the best methodologies to overcome these situations – the Non-violent Communication of Prof. Marshall Rosenberg. Focusing on empathy, facts and feelings, the participant learns to express himself constructively, without provoking a defensive reaction and thus avoiding any conflict.

**Soft Skills:** Assertiveness / Kindness / Empathy / Transparency

## 2. RADICAL TRANSPARENCY

Are we really prepared to deal with the truth delivered in a direct and transparent way? What would happen if we had almost instant feedback on everything we do? The professional future will be more and more like this. Our level of consciousness and our progress is proportional to our ability to confront the truth. It is essential to live our lives from a heart and an open mind.

**Learning:** In this session we will discuss techniques to learn how to deal with the truth and to lose track of the traditional ways of our EGO to escape this confrontation. We will also explore the challenges of honesty in our relationships.

**Soft Skills:** Pragmatism / Transparency / Progress / Resilience / Emotional Intelligence

## 3. LET GO OF CONTROL

Best management practices have long suggested empowerment as opposed to Control. When we try to control others, we lose presence, we undermine mutual trust and limit other's development by crystallizing their insecurity. But how can we feel safe without control?

**Learning:** In this session we will explore the unconscious strategies that we use to obtain power and present solutions to align ourselves with the true form of power: the "transformation" and growth that arises when we trust the other. This attitude leads us to a fluidity, wisdom, and creativity. We are thus free to respond to life with a heart that is prepared for anything.

**Soft Skills:** Trust / Security / Growth / Interdependency

#### 4. KNOW HOW TO SAY "NO"

For some people, it's difficult to say NO and, when they do, they often do it with an impact because either because it should have been said much earlier or simply because they don't know how to exercise their personal power without damaging their relationships. It's common to come to the end of the day/week with the feeling that we did what others asked of us, but we did little of what we wanted or needed to do. How can we prevent others' requests from being more important than our needs or objectives?

**Learning:** After this session, it will become clear that when we say YES to something, we are necessarily saying NO to another. A YES to one thing, sacrifices a YES to a different thing. And often, when we say YES to others, we sacrifice time to take care of other things that really matter to us or that we care about. Learning how to say NO is a trainable skill, but it implies preparation.

**Soft Skills:** Focus / Efficiency / Organization / Assertiveness / Discipline

#### 5. CONFORT VS GROWTH

We often resist change and avoid doing what we know is right, because we are afraid of the unknown. Sometimes we are also afraid of losing control because we do not know how we will fit into a new reality. But as Jack Welch put it: "You'd better change before you're forced to do it."

**Learning:** In this session we will address the most common ways we use to resist the pain of change and how we can get around them. The participant will realize what prevents him from progressing and how he can overcome the fears of accepting the unknown.

**Soft Skills:** Self-awareness / Emotional Intelligence / Vulnerability / Courage

#### 6. STRESS? NO, THANK YOU.

Our most common view is that stress is part of life, which is a natural consequence of those who are taking more responsibility, and we think it does not generate long-term harm. Recent studies point to the exact opposite: continuously experienced stress destroys cellular reproduction capacity (among other equally serious health consequences) and undermines professional progress and performance.

**Learning:** This session explores how, by defining a conscious intention and staying aware of our body and mind, we can transform situations that generated stress in the past into moments of professional growth and maturity. The experience of stress is an inner message that we are not realizing, trusting, and living life from our true essence.

**Soft Skills:** Self-awareness / Discipline / Delegation / Sharing / Assertiveness

## 7. FREE YOURSELF FROM JUDGMENT

The perception of facts is fundamental to any decision-making process, but often swerves into judgment and prejudice. This constrains us to a limited view of ourselves (and others) and, more importantly, blurs us from problem solving. It restrains you from a deeper analysis.

**Learning:** This session identifies the limiting source of our projections (which limits us) and explains how the practice of mindfulness and self-compassion allow us to accept things as they are, so that we can focus on finding new solutions.

**Soft Skills:** Acceptance / Compassion / Pragmatism / Empathy

## 8. THE POWER OF TRUST

Today, more than ever, we work in partnerships, we integrate our systems with third parties, we work in permanent collaboration internally and externally. Trust is the key success factor that allows everything to work, from personal to institutional relationships. It's the accelerator. However, we are often still tempted to control, to check the work of others, to expect evidence of professionalism, etc. This is not scalable, it undermines accountability, entrepreneurship, risk-taking, etc. Our internal alarms accuse us precisely when we do not feel that confidence and, in time, this translates into inefficiency, lack of innovation, hesitation, slowness, etc.

**Learning:** In this session we will analyse the different styles and forms commonly used in work context that undermine trust. We will explain how trust should be part of the fundamental strategy of any company and how it translates into results.

**Soft Skills:** Trust / Delegate / Efficiency / Entrepreneurship / Accountability / Autonomy

## 9. LEADER COACH

Sometimes, the transition to a leadership role and taking more responsibility, is difficult. We struggle to let go of the “doing” mode and embrace the “Support” mode. It's not easy to find the right balance and save time to motivate, provide resources and autonomy to the team. To improve our coaching skills: listen, ask, empower, be present, be available, be aware, etc... instead of solving, executing, centralizing, control, order.

**Learning:** This session was designed to enhance the participant's coaching skills and to provide the necessary support for their teams to be autonomous, proactive, committed, motivated and engaged.

**Soft Skills:** Coaching skills / Empathy / Empowerment / Psychological Safety

## 10. INTRAPRENEURSHIP – THE RIGHT MINDSET

It is very common to focus on impediments, on what limits us, on all external conditions that are not favourable (chiefs who aren't leaders, colleagues who just say "no", the resources we lack, the culture, politics, globalization, etc.). What if we change the perspective so that we can take the responsible part that focuses on what you want?

**Learning:** In this session we talk about the most common impediments. We will address the benefits of becoming accountable, of being responsible for our lives and how we can turn it into a regular practice.

**Soft Skills:** Accountability / Entrepreneurship / Autonomy / Courage

## 11. LET GO OF WORRY & GUILT

We know that we need to free ourselves from non-constructive habits, such as excessive concern, to increase our level of well-being. However, we often get paralyzed by the fear of what has not yet happened and waste useful time that we could use to exhaust all possibilities and do something concrete.

**Learning:** This session explores the underlying difficulties in freeing us from worry and how we can overcome it. Concern uselessly consumes our energy, and we need to focus on what we can do now. We will explore the change that allows us to awaken the presence necessary to dissolve attachment and the permanence of non-constructive habits.

**Soft Skills:** Presence / Action / Mindfulness

## 12. OVERCOMING PERFECCIONISM

Unlike common sense, perfectionism is not the pursuit of excellence. It's a protective shield that we bring with us that gives us the illusion that we're safer, but in reality, we're hiding our true self. The perfect product, the perfect presentation, the perfect idea... they only delay projects, delay product launches, and individualize ideas. By insisting on this way of behavior we are prisoners of an identity, of a separate being.

**Learning:** This session explores the transformation that results from learning to look at imperfection as a natural thing, to risk exposing ourselves (and to our ideas), to realize that failure is only a part of the process improvement, etc. And finally accept that the nature of things is impermanence and realize that there is no way we can foresee everything.

**Soft Skills:** Vulnerability / Authenticity / Risk / Courage

### 13. INDEPENDENCE? NO. INTERDEPENDENCE!

Are we really independent? In what or from whom? What are the benefits of believing in this eventual independence? It is common to confuse autonomy and entrepreneurial spirit with independence: the former help progress, but the idea of independence is not only illusory and undermines the spirit of service and partnership absolutely necessary behind any company's progress.

**Learning:** In a provocative way, this session will address this topic and invite participants to question themselves and find benefits in seeing life in a more integrated way, in which we can see ourselves as a system and work for a common good.

**Soft Skills:** Cooperation / Interdependency / Group Spirit

### 14. ACCEPTING CHANGE

Professional and personal life has numerous situations of violent rupture with the past: a project that has been canceled, a department that has been closed, a resignation, a product that has been discontinued, a move to another company within the group, the departure of an important leader, a divorce, etc.? It is common to live conditioned, clinging to the past, resisting loss and fleeing the new reality. However, to embrace progress, we must know how to accept these moments of "death and rebirth" as a natural part of life. We might simply call it pragmatism.

**Learning:** This session explores how the practice of "Presence" can prepare us for what comes and empowers us to accept the new reality without reservation. We will understand the importance of taking the right time to realize what happened, accept it (mourn) and withdraw learnings There are times when we must embrace the new reality regardless of how hard it looks.

**Soft Skills:** Acceptance / Pragmatism / Resilience / Presence

### 15. ANGER –DON'T REACT, RESPOND.

Although we have a strong propensity to react to an aggression in a reckless or unbalanced manner, we can always exercise the stop option. Anger is activated when we feel that there is an obstacle that prevents us from reaching our needs. How can we use our emotional intelligence without being rescued by reactivity (which creates suffering for everyone and is rarely the best option)?

**Learning:** This session explores the change that allows us to pay attention to the feelings and needs that underlie anger. We will learn the importance of breathing consciously, of tuning in to what we feel and analyze the best option for everyone (as opposed to the desire to follow the protective instinct that follows only one agenda of our own).

**Soft Skills:** Acceptance / Emotional Intelligence / Presence / Empathy

## 16. FEAR OF FAILURE

There are two common fears that block us and limit the full expansion of our potential: (i) the fear of failure and (ii) the fear of being excluded. By focusing on fear, we lose the ability to activate all our resources, to do the best we can at every moment.

**Learning:** In this session we explore how to respond to these fears with presence, knowing that it is important not to deny them or be dominated by them. It will be clear that this common protective instinct in the work set does not bring us any long-term benefit, quite the opposite. We will explain that the solution is to focus on the company's vision and focus our actions on the benefit of all stakeholders.

**Soft Skills:** Purpose / Vision / Courage

## 17. REDEFINING SUCCESS

The appeal and ambition of success cannot overrun our values and our conscience, at the cost of unconsciously accumulating tensions that, sooner or later, will manifest themselves in the form of suffering or unhappiness. There is often an incoherence between our daily life and what is most important to us.

**Learning:** In this session, we will analyze how our culture defines patterns of success that we cannot free ourselves from. We will analyze the dichotomy between outside success and inner success. We will work on practices that align our values with the genuine success metrics we want to achieve and help find a balance between personal and public life.

**Soft Skills:** Purpose / Wellness / Interior Alignment / Authenticity

## 18. FOCUS ON THE ESSENCIAL

Do you know the feeling of making small progress in many things, when you really should use the same energy to make a lot of progress on what really matters? Are you regularly multitasking and working long hours with a feeling that you have no other option? The good news is that there is solution, and it only depends upon you.

**Learning:** in this session, we will analyze the importance of stopping regularly to check the true benefits of each task and what it compromises. We will learn to make difficult decisions that make life easier for us, reduce stress and avoid the fatigue of investing energy and dispersing into countless non-essential tasks.

**Soft Skills:** Focus / Decision Ability / Results / Objectivity / Pragmatism

## 19. STAY MOTIVATED

There are certain periods of life when we miss the willingness to do what must be done, when we procrastinate and give in to distractions without the energy needed to counteract it and succeed. It is a common behavior with multiple possible reasons behind it, but the fast and automatic pace in which we live, often extend these periods with no benefit and, sometimes, lead to bad decisions.

**Learning:** In this session we will learn to identify the lack of motivation, to confirm to what extent our values are aligned with the values of our leaders and with the culture of the company. We will be shared methods that allow us to balance what we love to do with less rewarding tasks, as long as we believe in the ultimate intention/purpose of each task.

**Soft Skills:** Motivation / Purpose / Focus / Enthusiasm / Leadership

## 20. THE TRUE SELF-ESTEEM

It's a common mistake to confuse confidence with self-esteem, of having limiting beliefs about our value and capabilities. The lack of self-awareness and the need for external approval/ recognition, creates a tendency for one of two typical attitudes: lack of humility or feeling of insufficiency. They are two sides of the same coin: lack of self-esteem.

**Learning:** In this session we will analyze the origin of low self-esteem and how the power of mindfulness, curiosity and compassion can contribute decisively to abandon this condition. We will learn that true self-esteem is conquered in a mixture between believing in ourselves and always cultivating a humility that reminds us that we always have much to learn.

**Soft Skills:** Purpose / Self-Esteem / Self-trust / Humility

## 21. THE PATH OF DISCIPLINE

The human being has a natural tendency to avoid (or delay) what takes a lot of work, to find shortcuts and look for easy solutions. Soon they realize that it does not lead to progress. It takes a lot of persistence from those who aspire to be the best version of themselves, to be free, to achieve challenging goals and to succeed professionally.

**Learning:** In this session we will learn that there are no shortcuts, there are no easy ways to seek excellence. Discipline is key. We will address the importance of having the right motivation (without which, discipline is a limited resource) and explain the difference between inner discipline and the one imposed on us.

**Soft Skills:** Discipline / Persistence / Vision / Commitment

## 22. WORK-LIFE BALANCE

One of the constraints that resulted from the pandemic was the mandatory distance work, without there being time to provide adequate resources and training so that employees could work under these new conditions. Naturally, without distance work, with family members interrupting or making noise, many employees felt (and feel) difficulty in separating work from personal life, in defining boundaries and respecting their limits without compromising professional performance, etc.

**Learning:** This session's purpose is to provide tools and tips to help the employee to organize, to know how to define borders without creating conflicts or unnecessary tension, to identify signs of excess (both at the physical and mental level) and learn how to define rules that help them to have a healthier, fluid and productive professional and personal life

**Soft Skills:** Attention/ Protection/ Resilience / Inner Alignment / Recovery

## 23. DEALING WITH MISTAKES

We know that "Err is human", or don't we? Sometimes it doesn't seem human, since we tend to hide them or simply lack the ability to accept and deal with them. From simple things, like forgetting to attach a document to an important email, to more serious things like missing a deadline or forgetting a meeting with customers. Knowing how to deal with mistakes and take ownership is fundamental, not only for us but also for the company. But how to do it in the best way?

**Learning:** In this session we will analyze the importance of accepting the feelings that arise when we make mistakes, without being "trapped" or paralyzed by them. We will learn to deal with mistakes constructively, without shame or the feeling that our professional credibility will be affected. And we will learn that, when necessary, humbly apologizing is helpful and creates bonds of respect.

**Soft Skills:** Authenticity / Acceptance / Sharing / Emotional Intelligence

## 24. PSYCHOLOGICAL SAFETY

How many times did you silence your thoughts or ideas because you feared other people's reaction? Not all workplaces create the appropriate environment for employees to feel conscious and safe to express their doubts, to express what they feel or even what they think. There is fear of criticism, fear of judgment, and fear of penalties. Individual ambition, the lack of transparency, prejudice, and early judgment, are in the way of true authenticity.

**Learning:** In this session we will learn that psychological security is the most important factor for any company that wants to be efficient, who wants to innovate and get the best out of its employees. It will become clear that flexibility does not start in technology progress. It starts in relationships and the ability to welcome new ideas or criticism.

**Soft Skills:** Safety / Authenticity / Mindfulness / Empathy / Knowing how to listen

## 25. LEARNED OPTIMISM

How many times have you found yourself in situations where you are pessimistic and however hard you tried you couldn't seem to change your perspective? Well, this is not a definitive personality trait nor an individual incapacity to look on the bright side. This is a trainable skill and by creating new habits, we can train ourselves to become optimists.

**Learning:** before the session takes place, every participant will do a test and understand his default behaviour. In this session, we will discuss the difference between being positive and optimistic. We will understand the limitations we impose on ourselves by interpreting life and situations in an unconstructive way. It will also cover all the benefits of having an optimistic approach on life and, specially, how we can adopt such a behaviour by training ourselves the right way.

**Soft Skills:** Optimism / Impermanence/ Vulnerability/ Internal Locus of Control/ Focus

## 26. FLEXIBILITY – KNOWING HOW TO OVERCOME SETBACKS

Setbacks in life are impossible to avoid, especially in a world that is constantly and rapidly changing – the same happens at work. Examples of this are situations in which you lost a client or an important contract, received a negative performance evaluation, received news that ruins an objective or compromises a strategy, key people leave at unexpected times, etc.

**Learning:** In this session we will analyze the importance of knowing how to overcome these difficulties with agility, humility and as a group. We will go further: we will talk about the importance of predicting and preventing them.

**Soft Skills:** Resilience / Acceptance / Sharing / Emotional Intelligence

## 27. DEFINING BOUNDARIES IN THE WORKSPACE

Establishing boundaries at work means adopting healthy professional practices. These limits can often help you stay productive and happy at work: allow you to separate your professional life from your personal life more effectively, establish communication rules, maintain distances and physical contact within respect. mutual (with peers, customers, shareholders, etc.). But most people haven't been taught how to do this and it wears them out and consumes their energy.

**Learning:** In this session we will learn how to define these boundaries in a proactive, timely and efficient way, in a way that reduces the likelihood of affecting the relationship.

**Soft Skills:** Authenticity / Respect / Inclusion / Resilience

## 28. IDENTIFY AND RECOGNIZE EMOTIONS

Although science has identified more than 180 different emotions, several studies point to the fact that on average each person can only identify 3 emotions: Joy, Sadness and Anger (being angry). What's the problem? The problem is that by not identifying the emotion, it will be difficult for us to become aware of it and adopt behaviors that allow us to avoid continually repeating the same patterns.

**Learning:** In this session we will talk about multiple emotions (the most prevalent), their symptoms, their reason for being and, most importantly, how we can overcome these emotional states in a more structured way.

**Soft Skills** Emotional intelligence / Resilience / Self-awareness / Emotion management

## 29. LEARN TO BE ASSERTIVE

Assertiveness is an essential skill for anyone who works in a team. It is assertiveness that allows someone to activate collective intelligence, select the best ideas and decide efficiently. However, with the daily challenges of the work context, it is common for people to adopt a non-constructive communication style: either because they are unable to express themselves or because they do so in a format that limits freedom of expression and the contribution of others.

**Learning:** In this session we will cover the characteristics and benefits of assertive communication. We will also cover the other 3 communication styles: Passive, Passive-aggressive and Aggressive. We will analyse in detail concrete examples of different communication styles, to learn how to identify and rectify these extremes.

**Soft Skills:** Efficient Communication/ Respect/ Inclusion/ Assertiveness

## 30. EMOTIONAL MANAGEMENT IN TIMES OF TENSION

It is common to have situations in which someone is emotionally altered, be it a customer, an employee or anyone else. How should we react in these moments, without creating conditions for the situation to get even more out of control and for our emotions to take over our judgment? What to say and what not to say in these moments? What should we accept and what boundaries can we not allow to be crossed? Resolving these situations based on improvisation and intuition increases the probability of things going wrong. The secret is in the preparation.

**Learning:** This session serves precisely to share some tips for increasing empathy levels, knowing how to manage your emotions when the other person is emotionally upset, learning how to deliver bad news without escalating conflicts or allowing already complicated situations to escalate and, finally, knowing how to make the most of all opportunities for interaction to reinforce "Trust".

**Soft Skills:** Empathy / Active listening / Respect / Resilience



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