



BETTER YOUR BEST
A la carte Training Modules

Behaviours I & II		
Learning Objectives	Learning Outcomes	Hours
<ul style="list-style-type: none"> Learn and understand the different behavioural styles of DISC. Better understanding of personal strengths & development opportunities. Discover how DISC forms the underpinnings to all important conversations required in a work environment ie. courageous conversations, negotiations, coaching conversations etc. 	<ul style="list-style-type: none"> Identify their own behavioural style Identify the behavioural style in others Learn the skills required for adapting communication to meet the styles of others Understand the behavioural strengths commonly associated with their styles and how to leverage them in their roles Understand their behavioural limitations and how to work effectively with partners to address these gaps 	2x2 hrs
Conscious Leadership		
Learning Objectives	Learning Outcomes	Hours
<ul style="list-style-type: none"> Define what is conscious leadership Introduce conscious leadership framework; above/below the line thinking Define the role radical responsibility plays in getting work done, working on a team and how it serves to drive results in an organization 	<ul style="list-style-type: none"> Define the behaviors associated with above/below the line thinking Understand and practice the think/feel/act theory Apply & practice “by me” leadership 	1x2 hrs
Emotional Intelligence		
Learning Objectives	Learning Outcomes	Hours
<ul style="list-style-type: none"> Emotional Intelligence is the ability to recognize, understand, and use the power of emotions to facilitate high levels of collaboration and productivity. Participants will learn about the key components of emotional intelligence: self-regulation, self-awareness, 	Participants will be able to: <ul style="list-style-type: none"> Know the difference between self-regulation, self-awareness, motivation and social awareness Define the methods required to strengthen self-regulation, self- 	2 x 2-hour sessions

<p>motivation, social awareness, and social regulation. The end results of stronger emotional intelligence is a stronger ability to perform under pressure, stronger collaboration with peers, and increased empathy and social skills.</p>	<p>awareness, motivation and social awareness</p> <ul style="list-style-type: none"> • Develop under pressure: <ul style="list-style-type: none"> ○ Increased awareness as to how they are feeling about a situation ○ How others are feeling about the situation ○ What is happening in their environment that is not being said s • A stronger ability to manage relationships and maintain networks 	
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Courageous Conversations

Learning Objectives	Learning Outcomes	Hours
<ul style="list-style-type: none"> • By the end of the program, participants will have an understanding of the true value of having courageous conversations and their impact on getting results in business. 	<p>Participants will be able to:</p> <ul style="list-style-type: none"> • Participants will understand what a courageous conversation is, why they matter and how to prepare themselves, their mindsets for these types of conversations. • Participants will understand how to self assess their intentions, and how these can influence outcomes. They will learn the difference between faulty intentions and productive intentions and their associated behaviors • Participants will learn how to manage themselves when they get off track. They will have a clearer understanding of the action to reaction model, what triggers them personally and how emotions can drive our reactions. • Participants will learn the productive conflict model and its 4 step approach. 	<p>2 x 2-hour sessions</p>

Course Lecturer

	Carolyn de Voest B. Ed CPCC MBA	carolyn@betteryourbest.ca 778-238-6448
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Founder of Better Your Best, Carolyn is known for her ability to ask powerful questions, listening and for calling out that which is not being said. She is direct in her approach in order to get to the essence of what is most important. Her students/clients describe her as a good listener with lots of compassion and enthusiasm for their goals.

A lifelong learner with a passion for coaching, training and consulting she has been dedicated to learning all elements of human and business performance. Carolyn de Voest created Better Your Best to support entrepreneurs and their teams in the pursuit of their dreams. Carolyn holds a Bachelor of Education from McGill University, a Master of Business in Management Consulting from Royal Roads University and is an accredited coach through the Coaches Training Institute. Carolyn's teaching experience includes classes and workshops for the Women's Tennis Association (WTA), the global governing body of women's professional tennis, and the British Columbia Institute of Technology (BCIT).

Carolyn likes to better her own best by volunteering. For over 9 years Carolyn has volunteered as a coach with the West Vancouver Field Hockey Club. She also is the past chair of the Strachan Hartley Foundation and volunteer mentor with Junior Achievement. When she is not working or volunteering, she can be found on a bike, skis or working on her tennis game.