Simitri

Changing Behaviour • Driving Results

Virtual Simulation Programmes

THE IMPORTANCE OF TRUST - SIMULATION

KEY TOPICS

Trust and Relationships

Understand Others

Adapting your style

Communicating Your Message

Creating a Relationship Power Map

Rebuilding Relationships: When trust is lost

1hour Simulation

PROGRAMME OVERVIEW

The Importance of Trust live virtual training now has a highly interactive simulation game which helps participants emerge stronger and more capable where they learn to interpret various relationship styles, employ power maps to leverage interpersonal dynamics, build trust with external stakeholders with the overall objective to outperform competitors.

During the simulation and training they learn the skills needed to become a trusted partner and build long term relationships with stakeholders. The key takeaway of this training is the practice of creating value for stakeholders by uncovering their needs and gaining commitment, ensuring a more valuable, two-way relationship in which both parties' benefit.

BENEFITS FOR PARTICIPANTS

By completing this programme, participants will:

- Use a wide range of skills and strategies to build stronger relationships

- Uncover the stakeholder's decision-making process

- Develop messages that are relevant and value-add

- Learn how to develop Power Maps to drive action planning

- Gain insight into the art of rebuilding trust when necessary

THE FLOW

Trust and Relationships
- The importance of trust in your relationships
- Who are your Trusted Partner & Stakeholder Relationship Levels
- The Trust Equation (Intimacy, Credibility, Reliability) / Self-Orientation
- Qualities of an Effective Trusted Partner: Awareness, Adaptability, Articulation

Being Adaptable
- REPS Framework: Behaviours & characteristics of each style
- Business Behaviour Style Questionnaire
- Adapting to the Individual
- Using the Information

Being Articulate
- Communicating your message: Statement, Value, Relevance
- Creating the 'real' value (whiteboard)
- Practice Session (role-play)

Pre-simulation Briefing
- Objectives and goals of the simulation
- Tips and hints on scoring
- Help / support available during the simulation

Power Mapping for Success
- What is power mapping?
- The purpose of power mapping
- Steps in power mapping

Play Trust Simulation
- The simulation puts the participant in the role of an account manager who is required to gain the trust of a customer and build a better relationship with the customer than the competitor, to win a deal. Relationship Styles help the participant understand what drives the stakeholder to be influenced, and Power Maps aid in identifying the relationships amongst the stakeholders.

Simulation Debrief
- What challenges did you face during the simulation?
- What are your key take-aways from the simulation?

Rebuilding Relationships: When trust is lost
- Case study
- Re-Building Trust: 4 Steps
- Review and Feedback

INFLUENCING SKILLS - SIMULATION

KEY TOPICS

Understanding Influencing

Understanding you Stakeholder

Being Persuasive

○ AIDA technique

Dealing with Resistance

1hour Simulation

PROGRAMME OVERVIEW

The Influencing Skills live virtual training has been redeveloped to include a 1-hour hands-on sophisticated Business Simulation. Participants will explore how to influence stakeholders to embrace their ideas, accept recommendations, and support initiatives even if they do not have the authority to do so.

The training focuses on greater awareness of the stakeholder, improving the persuasiveness of the message and best practice ideas for handling resistance. The simulation is a realistic business situation whereby they must gain internal buy-in for a new project by working with various stakeholders, to obtain the support for the new business initiative while convincing management to endorse the change. There are opportunities to practice networking and exerting direct and/or indirect influence.

Finally, a detailed debrief will enhance the learning outcome and provide opportunity for questions.

BENEFITS FOR PARTICIPANTS

By completing this programme, participants will:

• Create unique communication strategies to effectively influence others

• Ensuring their influencing message has been tailored with the right values

• Learn techniques to overcome resistance

• Apply all the skills learnt in a Business Simulation

THE FLOW

Understanding Influencing
- Influence without Authority
- Challenges when Influencing
- Qualities of an Effective Influencer

Understand your Stakeholder
- Your Stakeholders Needs & Drivers
- Diffusion of Innovation Theory
- How to leverage one stakeholder to influence another

Being Persuasive
- 3 Rules of Influencing Role Play
- Persuasive Messages: Statement, Value, Relevance
- Creating the Real value
- The AIDA Technique: Overview
- Applying the AIDA model to Influence your Stakeholders

Pre-Simulation Briefing
- Objectives and Goals of the Simulation
- Tips and Hints on Scoring
- Help and support available during the Simulation

Play Change Quest Simulation
- In this simulation, participants play the role of a middle manager, who is a new joiner with no reportees in a virtual organization. Participants are entrusted with the goal of convincing internal stakeholders to bring about a transformational change within the organisation, without exercising authority over the stakeholders

Post Simulation Debrief
- What challenges did you face during the simulation?
- What are your key take-aways from the simulation?

COACHING FOR RESULTS - SIMULATION

KEY TOPICS

Coaching Essentials

Using the Skill will Matrix to Adapting your Coaching Style

Directive vs non-directive coaching

Giving Instructions (directive style)

GROW Model for Coaching (non-directive style)

1Hour Simulation

PROGRAMME OVERVIEW

The Coaching for Results live virtual training has been coupled with an exciting business simulation, that provides managers opportunities to become better at coaching their team members for greater performance. The simulation offers the participants the opportunity to identifying gaps, addresses each team member's needs for upskilling and making the right choices for the individual. Participants take the role as the manager of a team with ambitious business targets and learn to coach their team members into achieving their individual goals through analysis and observation.

During the training, the participants explore the skills needed to be an effective coach, including understanding your team members and adapting your coaching style to the person and situation. They gain insight through debrief and feedback from their peers and the facilitator.

BENEFITS FOR PARTICIPANTS

By completing this programme, participants will:

- Make important contributions on performance for individual team members
- Understand what can (and won't) work when coaching their team members toward success
- Use the models and tools available to enhance their coaching skills
- Apply all the skills learnt in a Business Simulation

THE FLOW

Coaching Essential
- Exploring Different Roles: Leadership, Management, Coaching
- Defining Coaching

Adapting Your Style: Skill Will Matrix
- Understanding the Coachee
- Introducing the Characters
- The Skill Will Matrix

Giving Instructions (Directive Coaching)
- Structing your message according to the Skill Will Matrix
- Case Study Discussion: Create your message and adjust your message based on the Skill Will Matric

Asking Questions
- The Grow Model
- Open and Closed Questions
- Questions used at each Stage
- Identify your Questions and Adjust your questions

Pre-simulation Briefing
- Objectives and goals of the simulation
- Tips and hints on scoring
- Help / support available during the simulation

Play Coaching Simulation
- In this simulation participants play the role of a Sales Manager responsible for coaching the team to improve performance and meet revenue targets. The Manager has to keep in mind a GROW mindset when coaching the team members. Participants will learn the essentials of coaching, motivating the team, and master the nuances of dealing with the emotions of team members.

Simulation Debrief
- What challenges did you face during the simulation?
- What are your key take-aways from the simulation?