

PERSONAL MASTERY AND SELF MANAGEMENT

COURSE SCHEDULE

Section 1 – Introduction

Section 2 – What is Mindfulness

The Spiritual Concept of Mindfulness

Bare Attraction

The Psychological Concept of Mindfulness

Memory – what is it?

Which requires mindfulness?

Section 3 – Practicing Mindfulness

Introduction

Attention

Acceptance

Mindfulness Meditation

Scanning

Section 4 - Emotional Intelligence

Introduction

The Purpose of Emotions

The High Performance Emotions

Swing Emotions

Blue Emotions

Section 5 - Cognitive Distortion

Introduction

Dichotomous Reasoning

Magnification and Minimisation

Filtering

Destructive Labelling

Personalising and Blaming

The Tyranny of Should – Imperative Thinking

Section 6: Mindfulness-based Cognitive Therapy

Introduction

Mental Modes

Metacognitive Awareness

Section 7: Mindfulness and Gratitude

Introduction

What is gratitude

An exercise in mindfulness and gratitude

Forming a habit

Section 8 – Cultivating the High Performance Emotions

Introduction

The Emotion Cognition Behaviour Triangle.

Cultivating Enthusiasm

Cultivating Confidence

Cultivating Tenacity

Section 9 Mindfulness in Customer Service

Introduction

Individually Focused

Active Listening

Using encourages appropriately

Repeat key phrases

Stay in the Moment

Take Notes

Probe with Open Ended Questions

Be Genuine

Building Rapport

Timing

Section 10 - Mindfulness in Leadership

Introduction

Mental Resilience

Focus, Compassion and Creativity

Section 11 - Wrapping Up

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