



# Mind Twist Consulting

Your guide to the bright future

Tatiana Lukyanova Pastukhova

# Mind Twist Consulting

## EI and effective communication trainings



Tatiana Lukyanova (Pastukhova) is an *Emotional Intelligence, Agile, and Leadership* Coach based in the Netherlands. Having a technical background (MSc Physics 2002), Tatiana has more than 15 years of experience in Product Management and Business Development. Successful at creating hyper-productive teams, she started investing more time into coaching for better communication, process transformation, and leadership. Given that experience and a great passion for human psychology, Tatiana formalized her knowledge by earning a Master of Science degree in Communication, Behaviour, and Credibility Analysis at Manchester Metropolitan University in 2017. From then on, she designed several trainings tailored for business and corporate environments. She is also the author of *A User Guide to the Unconscious Mind* and *Psychology of Change Management*.



GLI



# Emotional Intelligence at Work

Success in life and career is driven by level of *Emotional Intelligence* and ability to apply it effectively. The three pillars that allow to build effective and motivated teams are *Empathy, Diversity and Psychological Safety*.

This *2 days training* will uncover the scientific meaning behind these buzzwords and provide you with a powerful tools of positive influence and leadership.

**By completing this course you will:**

- ✓ Learn about 3 ingredients of effective teams
- ✓ Learn and practice the aspects that define psychologically safe environments and its benefits.
- ✓ Define and practice norms and politeness
- ✓ Understand what defines effective diversity
- ✓ Learn to recognise and manage your own emotions.
- ✓ Learn to recognise and manage emotions of others.
- ✓ Enhance your behaviour analysis skills by practicing to collect and process valuable information from 5 communication channels.
- ✓ Practice goal oriented conversations.
- ✓ Enhance your capabilities to handle emotionally charged conversations.



Bestseller!



# Psychology of Change Management

How to *adopt, drive, and implement changes* successfully? How to overcome reluctance and motivate others? How to craft a change mindset? How to make people feel confident during the change process? This *course* will answer all these questions and provide you with a powerful plug-n-play framework.

By completing this course you will:

- ✓ Learn how to craft your change story
- ✓ Learn what emotions influence the perception of a change proposal and process, and how to manage them
- ✓ Learn how to involve people of different roles and seniority in the change process
- ✓ Get tools, techniques, and approaches to become a change master



Bestseller!



mindtwist.co



6 hr



6-12



€750 ex. VAT  
p/person

# Effective Meetings

## Key elements of success and waste prevention

Have you ever heard "We have too many meetings"? Or "I hate meetings"? According to statistics, time spent in meetings has been rising by 8% to 10% every year since 2000. How much does it cost to the company and is it profitable? At this *workshop* you will receive a powerful tool and a framework that will *help you to bring meetings in your organisation into completely different level.*

By completing this course you will learn about:

- ✓ Types of meetings and how to handle them?
- ✓ Sending a meeting invite (why, how, to whom)
- ✓ When, why and how should you refuse a meeting invite
- ✓ Ensuring a tangible outcome



# Giving Feedback

## The subtle art of communication

*Collaboration* is the key to success in any aspect of life, whether you are a people manager, a team lead, or a team member. To collaborate successfully, we need to provide each other with *feedback*. Meanwhile, we can safely assume that any feedback aims to improve a group's productivity and working atmosphere, but often, it has the opposite effect. Despite the positive intention, it can be perceived as damaging, offensive, unfair, and so on.

This *workshop* will enrich your expertise with the following:

- ✓ Types of feedback and common mistakes are associated with it.
- ✓ Four personality types and how they commonly deliver and accept feedback.
- ✓ Communication strategies associated with different personality types.
- ✓ A framework for reaching consensus.



# Cultural Awareness and Communication

## The secret key to international business management

Nowadays specialists and experts are hired internationally bringing on board benefits of different point of views, but also challenges of different attitudes and expectations regarding behaviours and communication styles. Moreover, *cross-national communication and negotiation* becomes a consistent part of business life. Speaking shared language on a different proficiency levels adds an extra challenge. How to manage politeness codes? How to choose *effective communication strategies*?

How to overcome challenges and turn them into the strengths?

By completing this course you will:

- ✓ Learn the theories and models that define culture (Hofstede Model, Face, Hall model, language challenge)
- ✓ Practice to recognise and respectfully manage cultural differences in communication
- ✓ Practice to use effectively power of words and cross-cultural politeness
- ✓ Get tools to craft positive company culture



# Craft Your Own Workshop!

Be the owner of your improvement path

**Describe your challenge and expected results and we'll propose you the best set of knowledge and practices to reach your goals!**

