



Soft skills training

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# MIND TREE COACHING

Mind Tree Coaching is a coaching and professional training company.

Our mind is like a tree: The roots connect us to the past, the culture, the personal resources that nourish and revitalise us. The trunk is the strength to grow, the life path, it endures bad weather and flourishes with the sun. It provides a safe space for those surrounding it, with shade and fruit, and it spreads well-being. The branches represent the world of possibilities, the freedom to choose new paths and new directions, openness towards the future and the possibility of change, growth, and development.

At Mind Tree Coaching we believe that people do the best they can, with the resources they have, at a given moment in time and in a given context.

For sustainable change, and to be able to do even better, we need to activate and increase our resources, and intervene in our context, in a defined time frame.

Our mission is to accompany our clients on this path.

Mind Tree Coaching is committed to achieving the United Nations Sustainable Development Goals through our focus on Quality Education, Good Health and Well-being and Gender Equality.



# PEDAGOGICAL STYLE

01

BUILDING BLOCKS

Just like we can build a multitude of structures and shapes with lego-style blocks, my approach by learning blocks allows the customisation of learning courses and learning journeys, adapted to the individual needs of the learners and companies.

This learner-centered approach empowers participants to be active in the construction of their knowledge and fosters active engagement and lasting learning.

Themes

Resilience

Boundaries to  
balance

Stress prevention

Fair Play Method

02

AWARENESS AND SELF-KNOWLEDGE

With my Psychology and coaching background, I put a particular focus on self-awareness and self-knowledge. I use personal assessments and diagnostic tools to raise awareness of the participants personal styles, bringing to light their characteristics, blind-spots and strengths.

This increased self-awareness empowers participants to unlock their full potential and become more resilient and effective in their personal growth journey.

Procrastination

Time  
management

Optimism

Self-efficacy

03

LONG LASTING CHANGE

A key success factor of training is its ability to facilitate long lasting behavioural changes.

My trainings incorporate the co-creation by the participants of practical tools and the integration of new habits and routines. I also take great joy in always providing the participants with booklets and tokens related to the training content, as they harness habit change and maintenance.

Agility mindset

# PERSONAL ORGANISATION

## Objectives

By the end of the course, participants will be able to better manage their time, their energy, and their work-life balance. Participants will be able to focus and prioritize better, and to get a handle on procrastination. The course will also address building resilience and emotional management.

## Content

- Time management
  - Intention vs by-default
  - Time thieves and limiting beliefs around time
- Personal organisation
  - Intention - Focus - Recharge - Reflect
- Procrastination
  - Root causes
  - Perfectionism, self-sabotage, and other pitfalls
- Resilience
  - Charging the batteries
  - Bouncing back and bouncing forward
- Practical tools
  - Personal organisation roadmap



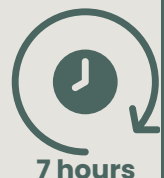
# EFFECTIVE COMMUNICATION

## Objectives

By the end of the course, participants will be able to identify their preferred communication style, communicate with greater clarity, improve their listening skills, and choose an assertive communication style. Participants will be more aware of cultural differences in communication styles and preferences and will be able to communicate more effectively in a diverse environment.

## Content

- What do I communicate?
  - Communication blind spots
  - Ofman quadrant
- Communication styles
  - The 4 communication styles
  - Diagnostic of the favoured style of the participants
  - Advantages and pitfalls of each style
- Assertiveness
  - Assertive communication
  - DESC method
- Active listening
  - OARS model
- Practical tools
  - Communicating across cultures



# STRESS AWARENESS

## Objectives

By the end of the Course, participants will be able to identify the basics of stress and how to better manage it. The Course discusses the brain science behind stress responses, and we will explore strategies, tools and skills for coping with stress.

Disclaimer: The session is for informational or educational purposes only and should not be considered medical advice.

## Content

- What is stress?
  - Definition
  - Signs and triggers
- Different types of stress:
  - Acute stress
  - Eustress
  - Distress
  - Chronic stress
- Managing stress
  - Strategies to reduce its negative impact
- Practical tools



# EFFECTIVE FEEDBACK

## Objectives

By the end of the Course, participants will be able to provide constructive and valuable feedback to others, and receive feedback gracefully, with an open mind and without being defensive. Participants will understand how cultural differences can influence the way team members give, receive and perceive feedback.

## Content

- What is feedback?
  - Different types of feedback
  - Active listening and assertiveness
- Giving feedback
  - Sandwich method
  - Summarizing and reflecting back
- Receiving feedback
  - Growth mindset
  - Reframing and acceptance
- Practical tools
  - Cultural sensitivity
  - Meyer's Cultural differences scale





# STANDING UP TO IMPOSTER SYNDROME

## Objectives

By the end of the training, participants will understand imposter syndrome and its impact in their professional and personal lives; have a better understanding of their internal blocks, and negative automatic thinking patterns, and strategies to overcome these challenges, develop self-confidence, self-efficacy and self-esteem.

## Content

- What imposter syndrome is – and how to overcome it.
- Know your inner critic – and make it work in your favour.
- Developing self-confidence – and liking yourself more.



# SABOTAGE SELF-SABOTAGE

## Objectives

By the end of the training, participants will have a better understanding of their self-sabotage behaviours, limiting beliefs and procrastination and perfectionism patterns, and strategies to overcome these challenges, develop self-confidence, self-efficacy and self-esteem!

## Content

- What is self-sabotage - and how to overcome it.
- Identify strategies to stop procrastinating and launch yourself without fear.
- Developing self-confidence - and liking yourself more.
- Stop sabotaging yourself - and live your authentic self!



# ASSERTIVE COMMUNICATION

## Objectives

By the end of the Course, participants will be able to recognise their communication style, its advantages and pitfalls, and which style is more appropriate for each situation. The course will address tools for giving and receiving effective feedback, and train assertiveness techniques.

## Content

### Theoretical part - videos and diagnostic questionnaire

1. Communication styles
2. Assertiveness
3. DESC method
4. Receiving feedback
5. Giving feedback

The videos and supporting material are made available to participants 10 days before the face-to-face training. The 5 videos last approximately 35 minutes and are in English with French subtitles.

### Practical part - face-to-face session

Review of theoretical concepts and Q&A

Practical application of assertive communication :

1. The DESC method in practice
2. Giving and receiving feedback
3. The rules of assertive communication
4. Pitfalls to avoid and good practices to develop

### Integration - post-training coaching (optional)

Individual coaching session per participant 2 weeks after the training to reinforce the integration of the training and the practice of assertiveness in a professional context.



# SELF-KNOWLEDGE AND SELF-AWARENESS

## Objectives

By the end of the training, participants will have a better understanding of their qualities, challenges, communication styles, brakes, and development drivers.

### Getting to know yourself better

A better understanding of our way of functioning, our values, and our unconscious patterns of behavior, thought, and interpretation of the world is the first step toward personal questioning and self-evaluation.

- Do you feel that you are not at the wheel of your life?
- That people don't know you in your true essence?
- Are there people in your life who give you allergies, with whom you have difficulty working and even communicating?

## Content

- Identify limiting beliefs - and how to overcome them.
- Explore your core qualities, challenges, and pitfalls - and how to achieve excellence.
- Identify your communication style and how to be more assertive.
- Create a development plan for personal growth.



# ALEXANDRA NEVES



Alexandra is a Social and Occupational Psychologist and has a Master II in Human Resources Management. She is an accredited ACC coach by the International Coaching Federation (ICF) and is also a certified NLP Master Practitioner.

Alexandra is experienced in Cognitive Behavioural Therapy and a certified Brain Coach. She is also a certified Fair Play Method facilitator, helping clients find more quality time in their lives, more balance and an equitable distribution of the mental load.

She has more than 20 years of experience in designing, implementing, and evaluating training programmes, both classroom and digital. She has worked at a Big 4 as a consultant specialising in the delivery of training courses for clients, where her assignments have included assisting clients in identifying the most appropriate training programme for their development needs (in terms of format, methodology and training tools used), developing technical and soft skills training products in line with market needs and designing learning paths and programmes in both traditional and digital formats. She works with business experts in the design and development of customised e-learning. She is passionate about interactivity and games in training. Alexandra is the President of the ICF Luxembourg Chapter.





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