



Customer Testimonial

The Client: Paxton Access

The Need:

With a rare opportunity for the Global Product Training Team to be together in the same country and room HR Director Nicola O'Donnell was asked to provide the team with some personal and professional development. A remote group, working across diverse cultures Nicola wanted to provide the team with some tools and strategies for them to build better relationships and work in a consistent way as a team. The team explored their profiles using Insights and then went on to gain a practical understanding of EI and how both of these could help them to build self-awareness and understanding of others.

What we did:

Emotional Intelligence testing with the MSCEIT and a One-day training course.

We began by asking all participants to undertake the MSCEIT; an online Emotional Intelligence test. The test accurately identifies the individual's level of Emotional Intelligence in the 4 EI areas: Recognising Emotion, Using Emotion, Understanding Emotion and Managing Emotion. Our MSCEIT accredited facilitator then analysed the results with a view to tailoring the content of the training session accordingly. Though 121 feedback is usually the next step, with the time and location restrictions, it was agreed that this would be covered as part of the training session.

The one-day training session covered an overview of EI and the supporting evidence for its use in the workplace, how to use EI to build relationships across cultures, practical exercises exploring the application of each of the 4 areas and analysis of individual strengths and areas for development. EI can be seen as an academic topic so it was important to make the day pragmatic, with tools and techniques that could be applied in everyday working life. It was also key that the participants bought into the benefits of utilising a very people focused model, alongside their technical skills and abilities.

The outcome:

The day was a great success, and the participants were engaged and interested, having found the MSCEITS and content of the day thought provoking and useful. One participant gave the following feedback:

"I wanted to say a massive thank you for yesterday! Whenever we've done training as a team it's been on a technical basis. They all enjoyed the brilliantly run session and took away a great deal from it that they can use in all aspects of their life, not just work. You have definitely converted a few sceptics!"

HR Director Nicola O'Donnell agrees "The international training team really benefited from the training and tools they took away from the training. They have gained a better understanding of self and how they can build stronger relationships with each other – even miles apart!