

Lesley Jenkins

CPBA, CHYP

Lesley Jenkins is a fun, behavioural specialist and trainer who works in partnership with organisations to get the most out of people and help them get the most out of themselves. She works with organisations both large and small, delivering customised training with proven results. As one of the UK's most successful Behavioural and Personal Development Trainers, Lesley provides businesses with the most powerful and effective training tools available today.

The day-to-day challenges and situations encountered by your staff are discussed and incorporated into the workshops; presenting them with realistic scenarios and solutions they can apply effectively every day.

Background Lesley Jenkins began developing her skills for understanding what makes people tick in 1978, enjoying a successful career in Customer Services with British Telecom. A turning point in her professional career was winning the prestigious BT Rylands Award for the design and implementation of the Customer Services policy used in the National launch of the first BT Phone shops.

As well as running a successful training company, Lesley is also a Certified Hypnotherapist, Behavioural Analyst and private therapist.

After 20 years in the commercial and public sectors, developing her skills in services provision and training, Lesley now runs her own consultancy, based in West Yorkshire.

Behavioural Training All of Lesley's workshops are underpinned by using a powerful behavioural model which helps delegates to understand what makes them "Tick" and thereby gives them a deeper understanding of the way they interact with others in whatever role they may have. You have the option of profiling your staff using **The Managing For Success® software**. These powerful reports are then yours to support your own in-house development or appraisal initiatives.



Colourful Behaviour

"Colourful Behaviour" is a powerful fun and interactive seminar designed to give delegates a greater understanding of themselves, and importantly how others might see them and how they interact with colleagues and clients.

Self understanding leads to a better understanding of others and allows us to build more effective relationships with colleagues and customers alike.

The TTI colour model, has been used by major corporations around the world, to improve the effectiveness of their staff and to motivate and inspire their people and it will do the same for you!

It is delivered in a very funny, entertaining and energizing way. Lesley's style has been called "Infotainment"! Your people will laugh a lot and learn a lot!

Delegates come out of these events, 'buzzing' with energy and new information that they can use immediately.

Presentation Overview:

In order to interact effectively with team members and colleagues, people have to shift paradigms to 'see things from the other person's perspective' and appreciate that their view of the world and 'how things should be done' may not necessarily be everyone else's.

There are 4 basic behavioural types as described by psychologists. To keep it simple we talk about 4 colours.

"Red Types" , "Yellow Types" , "Green Types" , "Blue Types"

These types view the world very differently. They have a different approach to the way information should be presented, to the way they approach financial risk, to the way they motivate themselves and to the way they view change.

It is obvious very quickly when you observe group, who the different types are and the audience will have a lot of fun finding out where they all 'sit'.

The first step is to get the audience to understand themselves. This is done very quickly (within the first 15 minutes) in a powerful but fun way that energizes the group. Then we look at what makes them tick? What makes them see things the way they do?

The second step is to look at how their behaviour impacts on those around them (self perception versus how others might see them) this can be quite an amusing eye opener for people.

Third step is 'How to identify those who are not like me'. How do the other 3 types view the world?

Fourth step, 'How to adapt my behaviour to connect more effectively with others'. This increases effective communication throughout the organization and helps develop lasting and effective relationships.