### Week 1: Emotional Intelligence
- introduction to the programme
- understanding & awareness of your own thoughts, feelings & behaviour
- understanding why others think, behave & feel as they do
- how to detect and avoid burnout
- building your confidence
- emotional intelligence diagnostic test
- reducing Imposter Syndrome
- managing the inner critic
- listening with empathy
- exercises to increase empathy
- engaging introverts
- coping with change

### Week 2: Messaging and Communication
- opening up two-way communication
- communicating through turbulent times
- barriers to effective communication
- initiating difficult conversations
- coping with silences
- making the most of 1:1’s
- coaching conversations
- active listening
- building interpersonal skills
- communicating upwards
- getting your message across clearly
- building rapport
- online communication
- regulating your energy for 1:1’s
- giving and asking for feedback
- case studies

### Week 3: I-ACT: Certification for Managing and Promoting Positive Mental Health and Wellbeing
- overview of common mental health challenges found in the workplace
- the continuum of mental health
- getting started with conversations about mental health and wellbeing
- supporting employees and colleagues with their mental health and wellbeing
- practical tools to increase wellbeing and resilience in self and others
- Link between wellbeing and performance
- the role of the manager in employee mental health
- HSE Management Standards and work-related stress
- case study – putting it all into action
- building your toolkit for supporting employee mental health
- action plan

### Week 4: Unlocking Motivation
- how motivation influences how we act, our energy and performance
- unconscious motivation diagnostic test
- identifying and boosting your unique unconscious motivators
- an introduction to understanding your teams’ motivators
- how to identify and address low motivation in your team
- the link between motivation and implementing change
- what is Psychological Safety?
- why is it necessary for change and innovation?
- signs of low psychological safety
- how to build psychological safety in your team
- real-life examples in action
- going forward - pulling it all together