



Managing in turbulent times

Understanding
and managing
emotions at work

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Periods of uncertainty and turbulent change can expose intense emotions that can hinder and disrupt our relationships and work. Leaders, managers and consultants, can be more effective and resilient in their roles, if they have a better understanding of what lies beneath the surface of organisation and group behaviour; this is often unconscious. After attending this series of five seminars, you will be able to apply new insights and solutions to managing complex relationships at work, and leading change.

Whether we work in the public or private sector, many of us are facing uncertain and turbulent times in our organisations and work, and may feel anxious, irritated, and overwhelmed by the scale of change and uncertainty we have to manage. These feelings are likely to be heightened during periods of change, and can affect our work in ways that may not always be visible or obvious. Our working relationships with particular individuals or groups may seem very difficult and without a rational explanation e.g. conflict between groups and individuals, difficulty in working together, repeating 'stuck' patterns of behaviour, 'attacking' and scapegoating behaviour. This can leave us feeling frustrated, stressed, and depleted of the capacity and resilience we need to function well, and manage ourselves and others effectively in our relationships, and the organisations in which we work.

Whether you are a leader, manager or consultant, these seminars are designed to help you understand the psychological processes that occur in groups at times of change, the emotions this evokes, and how to apply these insights to your practice, to become more effective in the roles you take up in your work.

The seminars

This series of seminars links theory with practice, and will introduce you to ideas from psychoanalytic and 'systems' thinking, to help you understand the unconscious ways, in which emotions affect individual and group behaviour in our everyday experiences. They offer a deeper exploration of the areas most commonly covered when using 'emotional intelligence' as a topic for organisation development and learning. Subjects for discussion include:

- Attachment
- Relatedness
- Authority
- Conflict
- Competition
- Defence mechanisms
- Projections
- Group 'as a whole'

These concepts will be used to examine how we make sense of the world, manage unbearable thoughts and feelings, and how these processes become part of our internal world. In all instances, they can be seen to have an impact on group and organisational dynamics.

The number of seminar places is limited to facilitate discussion and peer learning. The seminars are highly participative, and offer you an opportunity to bring examples from your work, to share and use as case-study material in learning about group and organisational behaviour. You will be encouraged to reflect on your own experiences and emotions, so that you can apply new learning and insights to your own work, and to gain a deeper understanding of both your organisation, and how to manage more effectively in your role.

The seminars aim to build an incremental knowledge and understanding over the five weeks, with the periods in between serving as time for reflection, application and review of learning.

The seminars use *Individuals, Groups and Organisations: Beneath the Surface* (Stapley, 2006) as an introductory text for preparatory weekly reading. A copy of the book will be provided for each participant and is included in the course fee.

The benefits

- A deeper understanding of ‘beneath the surface’ emotional dynamics and their impact on relationships and performance in the workplace.
- Greater self awareness and understanding of the roles you take up in groups, and how you contribute to the group’s function.
- An opportunity to share and learn from experience with peers.
- Powerful insights into individual, group and organisational behaviour, and how to develop more effective interventions in your practice.

Your seminar leader

The seminars will be lead by experienced leadership practitioner Mary Joyce MA, BA (Hons), Cert Ed, Cert Psych, FCMI, FRSA

Mary is a leadership and organisation development consultant and executive coach, and Director of Leading Minds Consulting. She has over 15 years’ experience of leading strategic change in organisations, and now works with senior leaders, teams and boards to support their change management and leadership learning. Her former roles include Executive Director of Academic Services at the Tavistock & Portman NHS Trust, where she also trained in consultation, organisational behaviour and group dynamics. More recently, Mary designed and led a national leadership development programme for the CEOs of colleges in England. She trained as an executive coach at Ashridge, is a qualified teacher and has contributed to a number of postgraduate MA courses. Mary is co-editor and a contributor to a forthcoming book in the Routledge Press ‘Essential Coaching Skills Series’ - “Creating a Coaching Culture for Managers in Your Organisation”. She is a Fellow of the CMI and RSA, Member of the EMCC, and an associate member of OPUS (an Organisation for Promoting Understanding in Society).

Dates

The seminars will take place between 6-8pm on the following dates:

- 14 May 2012
- 21 May 2012
- 28 May 2012
- 11 June 2012
- 18 June 2012

NB: All seminars are held on Mondays

The venue

The Bloomsbury Room at Canterbury Hall, University of London,
19-26 Cartwright Gardens, London, WC1H 9EF

Costs

Fees include all five seminars and a copy of *Individuals, Groups and Organisations: Beneath the Surface* (Stapley, 2006)

£750.00 (exc VAT)

£900.00 (inc VAT)

Who can attend

Leaders, managers and consultants who work in organisations in coaching, facilitating and consulting roles

Bookings

To book, complete the form below and return to Leading Minds Consulting at the address below with a cheque or confirmation of your electronic payment (please use your surname as bank reference).

Name:

Position:

Organisation name:

Address:

Postcode:

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Telephone:

Leading Minds Consulting
70, Lauriston Road, London E9 7EY

Electronic payments

HSBC Bank Account Number 01502549

Sort Code: 40-03-19

Alternatively, if you need us to invoice your organisation, please send your purchase order details or invoicing instructions with your booking.

If you need further information or wish to discuss the seminar series, please email or telephone

Mary Joyce

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