Manulife

# COVID-19:
# *Emotions & Empathy*

yes

YOUR EMPOWERING SOLUTIONS

Developing Leaders & Company Culture for the Global Arena

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**YES (Your Empowering Solutions) partners with clients to co-create organizational solutions that solve business challenges and transform performance to optimize and execute the people strategy. Centering on building trust, a collaborative culture and high performance, we develop effective leadership behaviours, collaborative high performing teams and a people-driven organization.**

- **Design and co-create people strategies based on deeply understanding your organizational needs and business priorities**
- **Develop people-focused solutions to drive collaboration, effective relationships and achieve business results**
- **Applying the latest psychology and neuroscience to help people and leaders enhance performance and behaviour**
- **Have implemented solutions across Asia Pacific and the Middle East, as well as virtual solutions across APAC, Europe, Middle East and Africa.**

**Testimonials**

***"The insights from this program stay deeply in myself and create "A-HA" moments. What I learned suddenly pops up and gives me hints and ideas to be a better manager."***

Senior Vice President Marketing, Pharmaceutical Industry

***"I liked that we walked away with a commitment to ourselves on how we can improve our engagement, which I think is crucial for leaders to always keep in mind."***

Director Human Resources, Luxury Brand

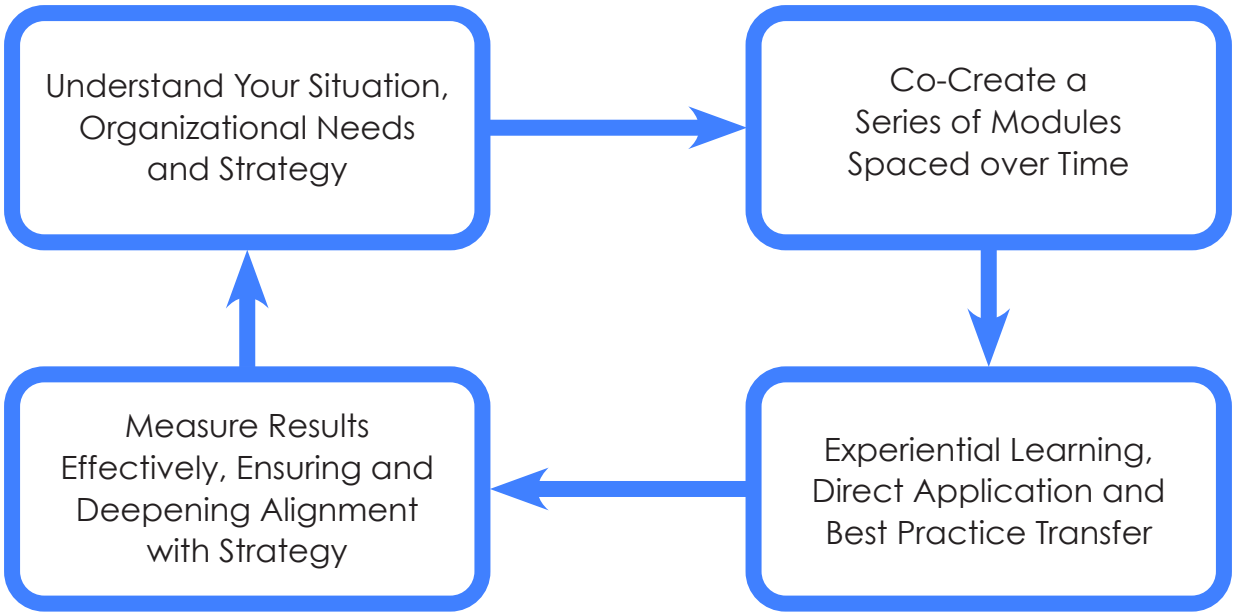
***"The coach did a fabulous facilitation on leadership behaviours. I learnt a lot during the session and was impressed with his energy and delivery style."***

Head of People Development, Financial Services

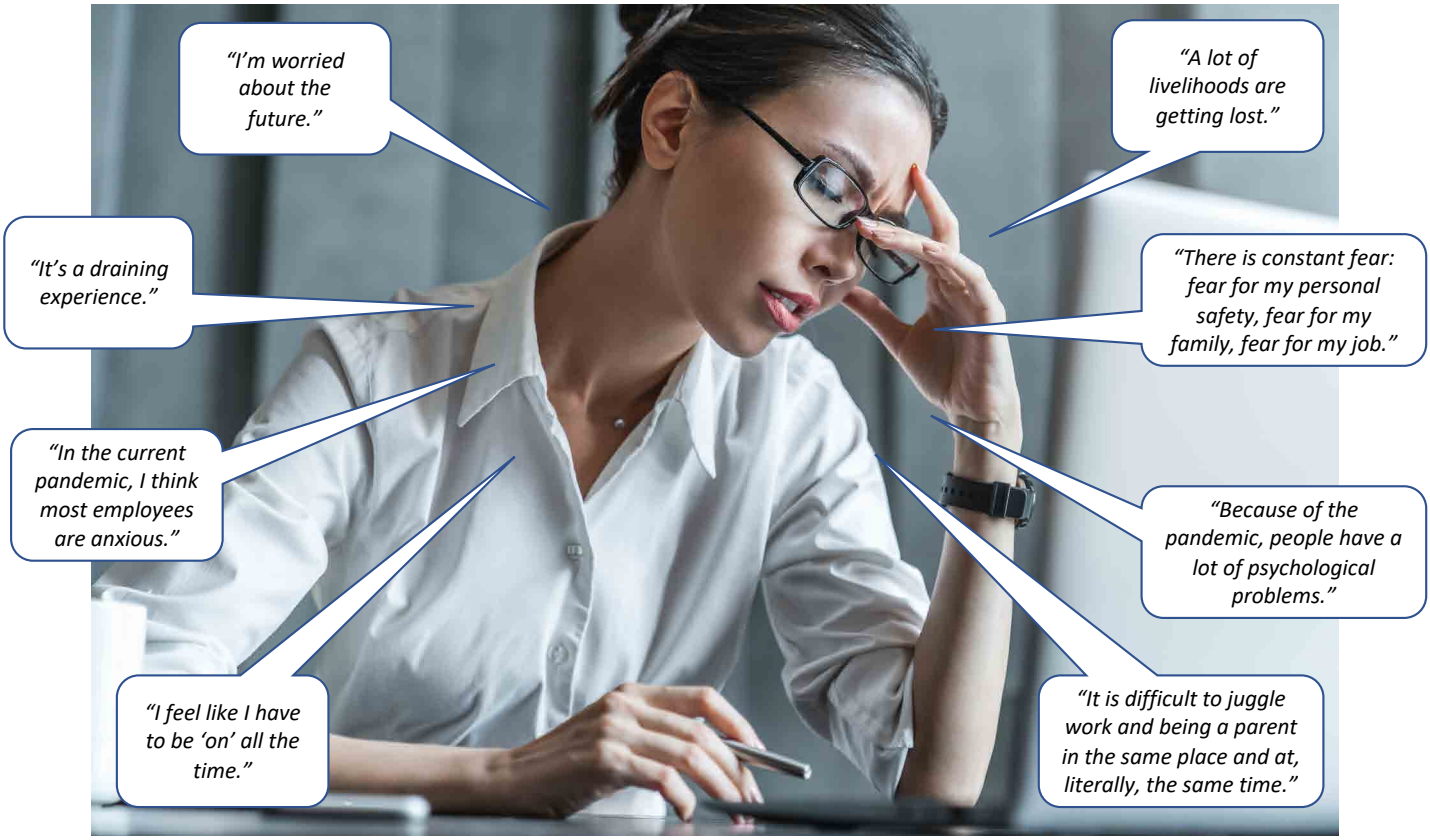
# Our Approach

**Bespoke program design is tailored to the client's organizational needs and strategic initiatives, weaving and integrating the client's own competency models and organizational processes into the program.**

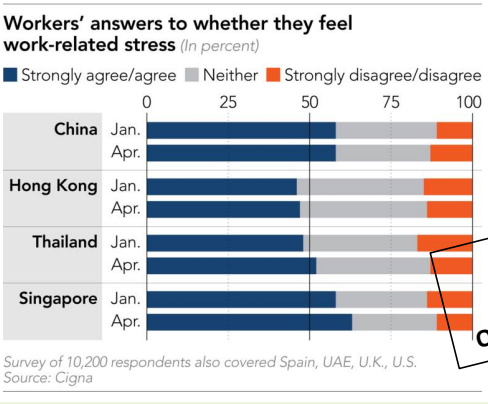
**Results are measured effectively to ensure objectives have been met, to ensure execution and transfer of learning, and deepen the alignment with strategic initiatives and organizational needs.**



# Interviews & Research




## Employees Feel Stress from COVID-19 Pandemic

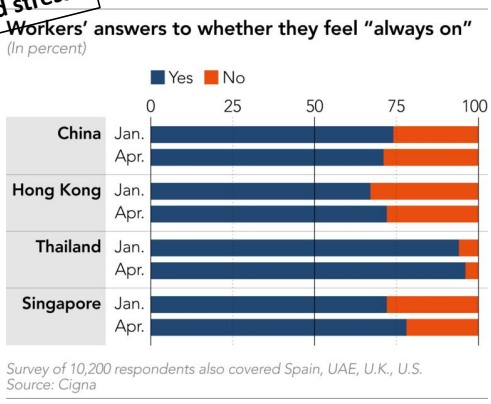


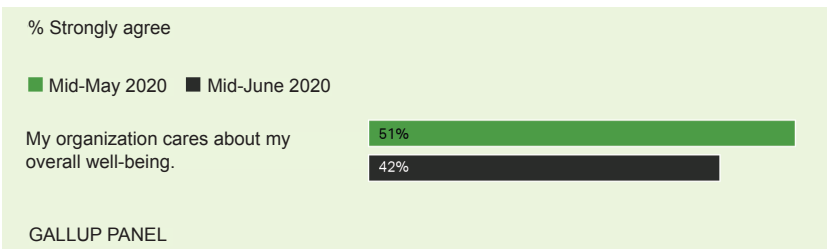

**87 per cent of Hong Kong employees suffering work stress during Covid-19 pandemic**

Survey by Mental Health Association of Hong Kong, July 2020

**63%**

**Of Singaporeans feel work-related stress**



## Needs & Organizational Challenges

**The needs and organizational challenges that we are solving are:**

- Employee well-being
- Building trust in a remote team
- Regulating emotions during a crisis
- Showing empathy to all employees and people
- Improving performance and productivity
- Creating an agile organization
- Developing Leaders and a workforce that is future ready

# Co-Create & Co-Design

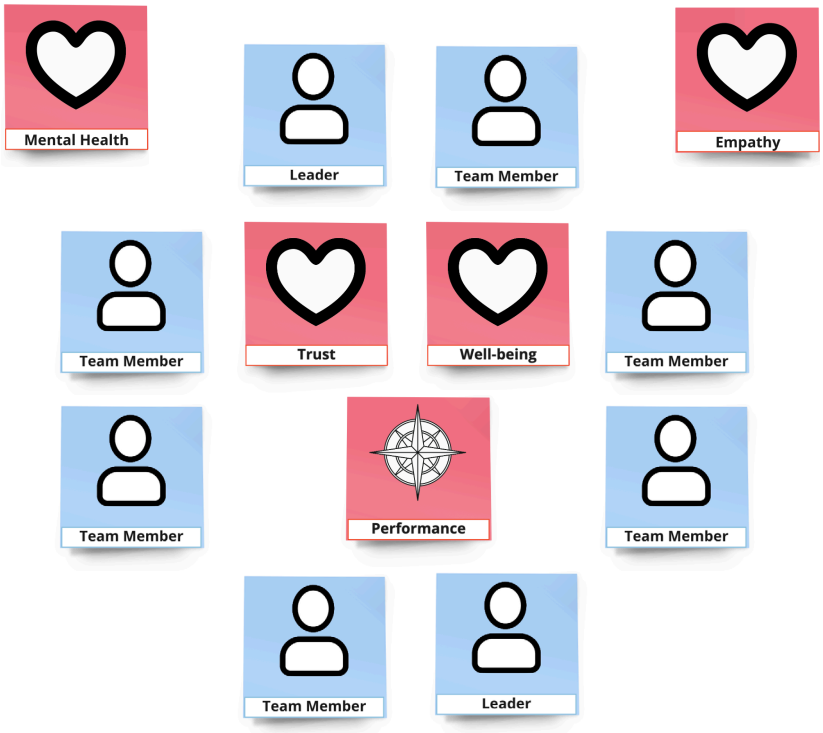
## Co-Created, Co-Designed, Co-Journed Solutions

We co-create, co-design and co-journey with our clients. By asking and listening to their issues, we then work together on content and design - asking what works for their people and culture. The outcome is real collaboration and taking all issues and stakeholder requirements into account.

The blue tiles represent the people and the organizational elements.

The red tiles represent the value obtained as a result of the interventions.

# COVID-19: Emotions & Empathy




This module focuses on the immediate needs of the Employee Experience, leading remotely, and surviving and thriving during the pandemic.

Based on neuroscience, we experience how to regulate our own emotions and show empathy for our teams and team members.

Through a **90-minute high-intensity** virtual learning intervention, we can host up to **100 people** in each session for maximum exposure and cost-effectiveness.

As a result of this module, Leaders and Team Members will have more trust, better well-being, emotional and mental health, empathy and function as a high performing team.

# ‘IDEAL’ Virtual Experience

**As one of the pioneers of virtual delivery, over the past 8 years we have conducted over 800 virtual sessions, and developed our unique approach based on psychology, neuroscience and adult-learning theories.**

## Our Unique Approach: ‘IDEAL’ Virtual Experience
**(backed by neuroscience)**

I ntense  D ynamic  E ngaging  A ccountable  L earning

### I ntense

90-minute sessions
Highly intense bite-size sessions to sustain ‘flow’

### D ynamic

Apply neuroscience AGES model for learning:
Attention, Generation, Emotions, Spacing
(sustained attention, learner-generated, over time)

### E ngaging

Camera on to build connection with learners
2-5-10 rule – 2 min facilitator talk time; every 5 min engage learners; every 10 min vary activities

### A ccountable

Verbal and Visual and Kinesthetic Application accountability

# biography

## Grant Bosnick
## Managing Director and Executive Coach

Focused on driving organisational change and performance improvement, for 22 years Grant Bosnick has partnered with clients to design and deliver solutions, aligned with corporate strategy and organisational processes, that transform leaders' behaviour, to become more global minded, lead others, manage change, innovate and perform at a higher level. He started his career as a Senior Manager in the entertainment, professional fund-raising, and natural gas industries, leading diverse multicultural teams. With a background in psychology and NeuroLeadership, moreover, he engages leaders to explore multiple perspectives, understand themselves deeply, drive change and transform behaviour – to foster & develop global leaders for a rapidly changing and complex environment. Clients include Allianz, American Express, Asurion, AXA, Barclays Capital, Bank of America Merrill Lynch, Citadel, Citigroup, Deutsche Bank, Dow Jones, Fidelity, First Gulf Bank, FIS, Goldman Sachs, JLT, JP Morgan, M&G Prudential, Mastercard, MetLife, Mizuho Financial Group, Morgan Stanley, NatWest Group, Northern Trust, PGIM, Pramerica, QBE, Sage, Schroders, Thomson Reuters, Tower Research Capital, among others.

Using assessments and research-based content, Grant works with middle and senior managers in the areas of communication, executive presence, authentic leadership, team alignment, people leadership, trust building, interpersonal relationships, collaboration, influencing, change management, coaching, mindfulness, diversity & inclusion, creativity, storytelling and personal effectiveness. He is a well sought after keynote speaker for offsites, annual conventions and executive conferences, for hundreds of people, on such topics as Inspire, Motivate and Change. He has lived in Asia Pacific for 22 years; and has worked all across Asia Pacific and the Middle East. And has delivered virtual leadership training sessions with over 25 countries on 5 continents.

Grant sees L&D and Coaching as a helping process focused specifically on improving work performance, and is a link between an individual's development needs and the organization's strategic goals. And by providing behavioural know-how & tips to enhance improved performance, participants' and Coachees' change in behaviour will not only achieve their own objectives, it will also help motivate their colleagues & subordinates to cooperate in harmony for positive team building towards common goals.

Grant graduated from Queen's University of Kingston, Canada with a degree in Philosophy and Behavioural Psychology, focusing on human behaviour and personal development, graduating top of his class. He is certified in several behavioural and 360 assessments, including Marshall Goldsmith's Global Leadership 360; certified in the Foundations of NeuroLeadership from the NeuroLeadership Institute and the Foundations in Design Thinking from IDEO U; is a Marshall Goldsmith Stakeholder Centered Coaching Certified Executive Coach, NLI "Brain-Based" Coaching Certified Executive Coach; and a VILT certified facilitator. He has also written a book on strategic thinking and problem solving, and published a video series on *Leadership Communication* with Kenichi Ohmae's BBT Network. His new book, *Self-Leadership for Behavioural Change: A Bite-size Approach Using Psychology and Neuroscience*, will be published by Routledge Press in 2021.

Grant thrives on developing leaders around the world and helping organizations transfer best practices. He is based in Singapore, and travels extensively.

# testimonials

*"I would like to say "thank you" Grant for these outstanding EC (Executive Coaching) sessions. It has been an honor to participate in your EC sessions. Also I really enjoyed this valuable experience. At the beginning of this course, I did not realize how much this coaching will impact me. As time passed, I started having "A-HA" moments in daily business. Hints, advice and suggestions that Grant gave me during the EC sessions stay deeply in myself and create "A-HA" moments. What I have learned from these coaching sessions suddenly pops up and gives me hints and ideas to be a better manager. Even though the sessions are ended, the learning from this Executive Coaching will last and keep creating "A-HA" moments in me in the future as well."*

Senior Vice President of Marketing, Pharmaceutical Industry

*"First, let me say that the sessions with Grant have not only been enjoyable, but also have changed my life in a way that has already shown tangible returns to our organization. Thank you. Your energy, respect and humility makes your sessions easy to understand and easy to learn from, even when listening to critique of current practices. I have come to understand more clearly that there is no "perfect" management method; that the best one can do is to try to avoid major mistakes. And that the best way to do that is to: 1. always maintain one's composure; 2. ask questions, and more questions and yet more questions; and 3. truly listen to the answers. Employment of these practices has provided 3 of the most fulfilling meetings I have ever experienced in my adult career, in just this past week, each of which I believe will have a significant and tangible positive impact on our organization this year."*

Executive Director of Sales, Financial Services Industry

*"The program with Grant became an opportunity to learn leadership tricks, hear advice, get feedback and reflect on what my leadership style was and, more importantly, how it should evolve and develop. We discussed, for example, the concept of intervention and when is the right timing for a leader to step in. How to perceive the potential of subordinates and how to get them to achieve that potential. What are the absolute qualifications to being a true leader and What are my beliefs on leadership? How can I add and improve those beliefs? How to deal with complex situations, including careful analysis, determining resources and developing an action plan to come to solutions. All of these discussion topics forced me to first think about what my current opinions are – what did I think about those topics? Did I think about those topics? And then, through discussion and insights, I was able to enhance my appreciation and better hone and refine my own views. And best of all, because I am actively leading a team of leaders, I was able to immediately take the learnings from these sessions and apply them in my daily leadership life. I am now a better leader as a result of this program and am very thankful for the opportunity that was provided."*

Director of Quality Assurance, Tech Industry

# Investment

**COVID-19: Emotions & Empathy**

Investment is inclusive of all meetings, consulting, design and delivery of the program.

Special price:
SGD$4,000. For up to 100 people. (Only SGD$40 per head).

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# Contact

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