

BIBI PRESENTS

THE GREATEST...

TRAINING & WORKSHOPS

"The relationship between the
ringmaster and the performers
affect the success of the circus"
(Your Life)

**WHEN YOU
CHANGE,
THE WHOLE
WORLD CHANGES**

LET'S DO WORKSHOP!

LET'S DO LAUGHTER!

LET'S DO HOSPITALITY!

LET'S DO HEART



HOW TO CONTACT BIBI



+356 79484461



bibifarnham@gmail.com



@Bibi Farnham Positive Psychology
Coach

"The Ringmaster has the greatest impact on the success of the circus" -Juggling Elephant



ABOUT BIBI

Bibi has become a leading voice in motivation. She is a passionate, yet captivating presenter who inspires her audiences all over the world, whether she speaks to individuals, to companies or even to small focus groups. She has a unique theatrical style of presenting which she uses with the necessary directness to engage with her audience whilst remaining sensitive to their needs.

She is the author of the most comprehensive book ever written on plus size modelling, *How to be a plus size model*. She is also the Author of *Take off your Mask* – a Self-help book to discover your inner self and get rid of your emotional garbage

Bibi is an entrepreneur who has made full use of her studies in Marketing and Business Management; to assist her in starting up several successful enterprises in various business opportunities. She is an accredited Relationship Coach and Journey therapist. She studied Logo Therapy, Lifeline Counselling and is qualified in various therapy modules and social work studies like *Hypnotherapy, Meridian Psychotherapy, CBT, Professional relaxation therapy, Tapping –EFT*.

She is a Laughter Leader instructor and a NADA practitioner

Internationally Bibi

- Had the privilege of participating in some workshops at the Disney University, in the United States of America,
- Worked as HR and Training Director for Desert Adventures – a Leading Destination Management Company in Dubai,
- HR Manager – Maldives for Kuredu Resort and Spa HRM for the award-winning Cruise Line Company Viking Ocean Cruises
- Created the first ever 'out of the box tourism experience' as referred to by the Department of Tourism in the UAE – 'See art and do art',
- Worked with the opening team of the Banyan Tree Hotel in Bahrain,
- Worked for Transworld Payment Solutions in the USA, as the International Co-Ordinator for Disney World, Florida,
- Worked for Harrods in the UK and
- Ster-Kinekor, as Regional Marketing Manager for many years and
- Jacqueline's, as the Entertainment Manager and PRO.

On the humanitarian front she has:

- Counselling male inmates of the Department of Correctional Services in Pretoria,
- Worked as a counsellor for an addiction clinic in Bela-Bela and,
- Presented social, corporate workshops such as: Men are from Mars and Women are from Venus.

Involvement in various charities:

- She has worked with homeless people and hosted a Christmas Party at the Pretoria show grounds that was televised on Christian TV,
- Volunteered at a home in Hillbrow that supports addicts and prostitutes in their journey to a better and normal life and
- Has also volunteered at a home for abused woman in the UAE.

Media involvement.

- Appeared on the Felicia Mabusa relationships show.
- Presented relationship talks for Radio Pulpit.
- Appeared on Special Assignment with the team to investigate the exploitation of child prostitution.
- Many articles have appeared about her in magazines and newspapers.
- She is also the Author of "How to be a plus size model" and Take off your Mask

She is an experienced business trainer who has travelled all over the world, worked in training, presented workshops, and has been a facilitator, and a counsellor – coaching audiences, individuals, and focus groups in over 30 countries. Her custom made training and motivational talks will address the needs you are currently facing in your organization.

Her purpose is to inspire, to enhance and to empower people to constantly strive towards improving the quality of their lives and the lives of others with whom they come into contact.

Bibi has been coached and mentored by the Founding Chairman and President of the 'Professional Speakers Association of the Middle East' (PSA-ME).

She was not only a member, but also the President of the DIC toastmasters in Dubai, where won numerous speaking awards. Bibi is a passionate believer in: The importance of achieving goals. She believes that Success is a mindset – we all have a choice to achieve anything we want in life'.

ACCREDITATION

When you work with Bibi, you are in good hands.

IICT – THE INTERNATIONAL INSTITUTE FOR COMPLEMENTARY THERAPISTS

CHM – THE INTERNATIONAL COLLEGE OF HOLISTIC MEDICINE

PHPA – PROFESSIONAL HYPNOTHERAPY PRACTITIONERS ASSOCIATION

BHMA – BRITISH HOLISTIC MEDICAL ASSOCIATION

AADP – THE AMERICAN ASSOCIATION OF DRUGLESS PRACTITIONERS

**BIBI'S WORKSHOPS ARE SOMETHING
A BIT OUT OF THE ORDINARY
BOOK THESE TODAY!**

BIBI'S WORKSHOPS

- ★ Handling a Challenging client
- ★ Change Management Workshop
- ★ Assertiveness & Self Confidence Workshop
- ★ Business Etiquette Workshop
- ★ Being Civilized In the Workplace Workshop
- ★ Eat that Frog - Time Management intervention Workshop
- ★ Body Language Skills Workshop
- ★ Employee Motivation Workshop

- ★ Business Ethics Skills Workshop
- ★ Conflict Resolution Workshop
- ★ Happy is the new Black - Increasing Your Happiness Workshop
- ★ Health and Wellness = a productive employee
- ★ Improving Self Awareness
- ★ How to Become More Likeable Boss Workshop
- ★ Thank you for your bussiness Workshop
- ★ How to support your customer
- ★ Think outside the box

● How to handle



**a challenging
client**

Workshop

HANDLING A CHALLENGING CLIENT

Customer service is a necessary position in the job world today. It helps companies give customers what they want and what they need. Although many customers can be difficult, with the right training, skills, and knowledge, any difficult customer can be handled properly and effectively. With a positive attitude, your employee can effectively deal with the most difficult customers and both parties can end the conversation satisfied.

With The Handling a Challenging Client workshop, your participants will learn how engaging customers properly can benefit both the employee and customer. Effective customer service can change a company's reputation for the better. Through this workshop, your participants will gain a new perspective on how to react to negative customers and leave the customer satisfied and as a returning customer.

Workshop Objectives:

- Cultivate a positive attitude
- Manage internal and external stress
- Develop abilities to listen actively and empathize
- Build a rapport with customers in person and over the phone
- Understand the diverse challenges posed by customers
- Develop strategies to adapt to challenging circumstances

CHANGE MANAGEMENT WORKSHOP



JOIN NOW

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives

CHANGE MANAGEMENT WORKSHOP

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and your participants will gain some valuable skills through this workshop.

The Change Management workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Workshop Objectives:

- List the steps necessary for preparing a change strategy and building support for the change
- Describe the WIFM – the individual motivators for change
- Use needed components to develop a change management and communications plans, and to list implementation strategies
- Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction
- Utilize methods for leading change project status meetings, celebrating a successful change implementation, and sharing the results and benefits
- Describe the four states of Appreciative Inquiry, its purposes, and sample uses in case studies
- Use strategies for aligning people with a change, appealing to emotions and facts
- Describe the importance of resiliency and flexibility in the context of change.



ASSERTIVENESS & SELF CONFIDENCE WORKSHOP



I AM CONFIDENT



I AM SUCCESSFUL

**SELF-CONFIDENT AND
ASSERTIVENESS ARE TWO SKILLS
THAT ARE CRUCIAL FOR SUCCESS IN
LIFE**

JOIN NOW



Full day
workshop



**PRACTICE
STRATEGIES**

ASSERTIVENESS & SELF CONFIDENCE WORKSHOP

Self-confident and assertiveness are two skills that are crucial for success in life. If you do not feel worthy, and/or you do not know how to express your self-worth when communicating with others, life can be very painful. These skills will provide opportunities and benefits to your participants in their professional and personal lives.

The Assertiveness and Self-Confidence workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of your participant's lives and have a positive effect on all of them.

Workshop Objectives:

- Define assertiveness and self-confidence, and list the four styles of communication
- Describe the types of negative thinking, and how one can overcome negative thoughts
- Explain the difference between listening and hearing.
- Define the importance of goal setting, and practice setting SMART goals for assertive behavior
- Utilize methodologies for understanding your worth -- and the use of positive self-talk
- List reasons why a pleasing appearance and body language are critical for creating a strong first impression
- Practice sending positive communications phrased as "I-Messages"
- Practice strategies for gaining positive outcomes in difficult interpersonal situations.



BUSINESS
ETIQUETTE



**YOU MET SOMEONE
IMPORTANT AND HAD NO
IDEA WHAT TO SAY OR DO**

HOW TO PRACTICE BUSSINESS ETIQUETTE WORKSHOP

LEARN MORE

BUSINESS ETIQUETTE WORKSHOP

This course examines the basics of business etiquette: consideration for others, personal dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette. Have you ever been in a situation where:

- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

Let us face it: we have all had those embarrassing etiquette disasters. Our Business Etiquette workshop will help your participants look and sound their best no matter what the situation.

Workshop Objectives:

- Define etiquette and provide an example of how etiquette can be of value to a company or organization.
- Understand the guidelines on how to make effective introductions.
- Identify the 3 C's of a good impression.
- Understand how to use a business card effectively.
- Identify and practice at least one way to remember names.
- Identify the 3 steps in giving a handshake.
- Enumerate the four levels of conversation and provide an example for each.
- Understand place settings, napkin etiquette and basic table manners.
- Understand the meaning of colors in dressing for success.
- Differentiate among the dressy casual, semi-formal, formal and black tie dress code.

Being Civilized In the Workplace Workshop



Learn practical ways of practicing workplace etiquette



Learn skills in diagnosing the causes of uncivil behavior

To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects

BEING CIVILIZED IN THE WORKPLACE WORKSHOP

While a training program on workplace manners and courtesy may seem like overkill, the reality is: rudeness is an epidemic costing industry millions a year. Indeed, what society seems to be gaining in terms of both knowledge and technological advancement, it's losing out on basic social values that directly impact the bottom line.

To address the growing problem of incivility in the work setting, this workshop introduces the concept of civility, its importance to a company, as well as its typical causes and effects. Skills needed to effectively practice civil behavior, as well as different ways organizations can systematize civility in the workplace, will also be discussed. The benefits to Civility in the Workplace are countless and will pay off immensely in every aspect of your job.

Workshop Objectives:

- Define civility, understand its causes, and enumerate at least three of its behavioral indicators.
- Understand the costs of incivility, as well as the rewards of civility, within the workplace.
- Learn practical ways of practicing workplace etiquette.
- Learn the basic styles of conflict resolution.
- Learn skills in diagnosing the causes of uncivil behavior.
- Understand the role of forgiveness and conflict resolution.
- Understand the different elements of effective communication.
- Learn facilitative communication skills, such as listening and appreciative inquiry.
- Learn specific interventions that can be utilized when there is conflict within the workplace.
- Learn a recommended procedure for systematizing civil behavior within the workplace situations.

TIME MANAGEMENT **EAT THAT FROG** INTERVENTION WORKSHOP



01. OVERCOME PROCRASTINATION

02. HANDLE CRISES EFFECTIVELY

03. DELEGATE MORE EFFICIENTLY

04. USE RITUALS

INSPIRED BY MARK TWAIN'S QUOTE "IF THE FIRST THING YOU DO IN THE MORNING IS TO EAT THE FROG, THEN YOU CAN CONTINUE YOUR DAY WITH THE SATISFACTION OF KNOWING THAT THIS IS PROBABLY THE WORST THING THAT WILL HAPPEN TO YOU ALL DAY"

EAT THAT FROG TIME MANAGEMENT INTERVENTION WORKSHOP

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis – stress declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.

The Eat that FROG workshop will cover strategies to help participants learn these crucial strategies. Your participants will be given a skill set that include personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this workshop.

Workshop Objectives:

- Plan and prioritize each day's activities in a more efficient, productive manner
- Overcome procrastination quickly and easily
- Handle crises effectively and quickly
- Organize your workspace and workflow to make better use of time
- Delegate more efficiently
- Use rituals to make your life run smoother
- Plan meetings more appropriately and effectively

BODY LANGUAGE SKILLS WORKSHOP

FULL DAY

REGISTER NOW

BODY LANGUAGE WILL PROVIDE YOU WITH A SKILL SET TO HELP YOU UNDERSTAND THAT WHAT IS NOT SAID IS JUST AS IMPORTANT AS WHAT IS SAID.



LEARN TO INTERPRET BASIC BODY LANGUAGE

BODY LANGUAGE SKILLS WORKSHOP

Can you tell if someone is telling the truth just by looking at them? It is a skill that many people do not have. Through Body Language, you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding body language will provide you a great advantage in your daily communications.

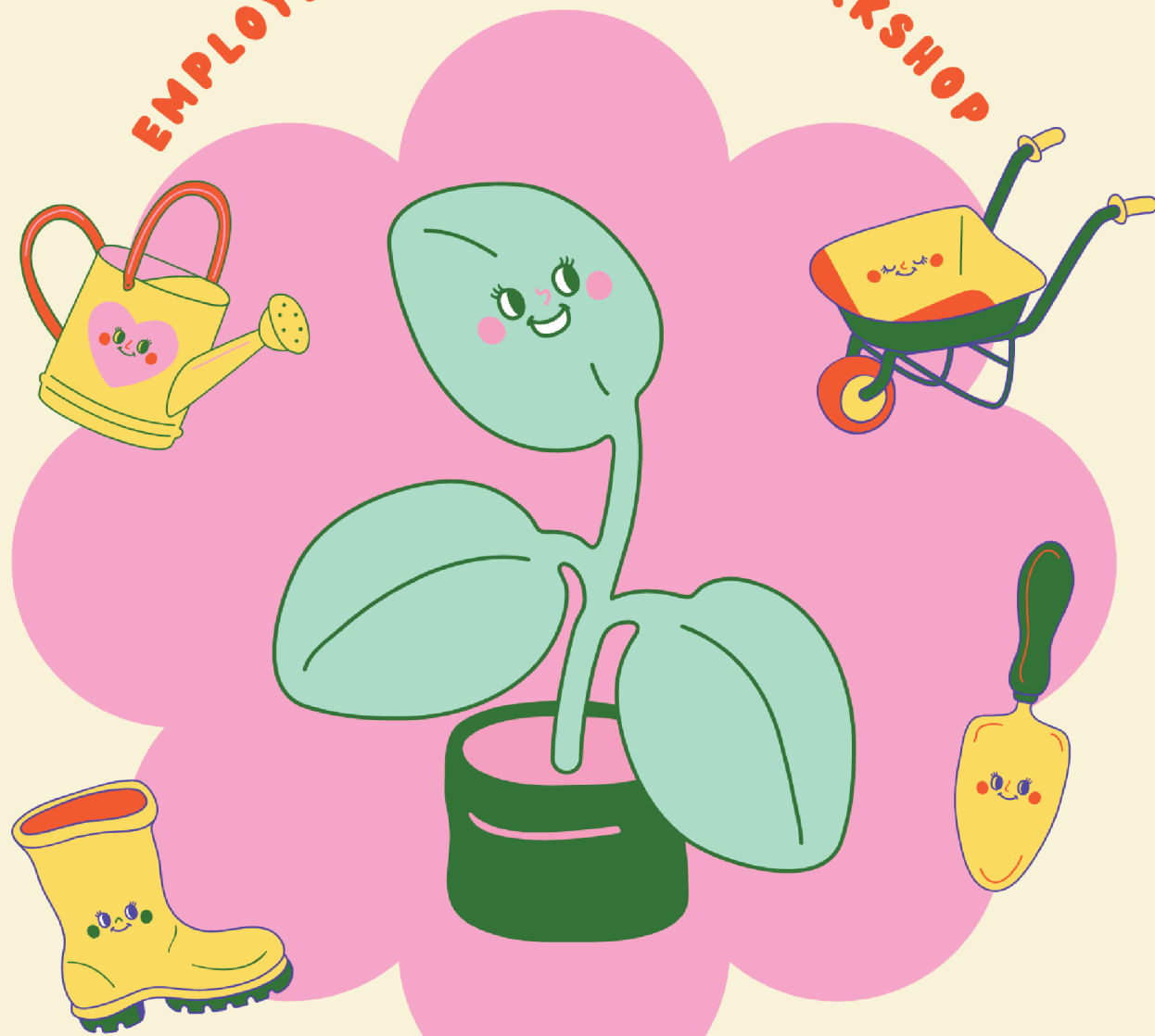
Body Language will provide you with a skill set to help you understand that what is not said is just as important as what is said. It will also give you the ability to see and understand how your own body language may be interpreted. You will be able to adjust and improve the way you communicate through non-verbal communication.

Workshop Objectives:

- Define body language.
- Understand the benefits and purpose of interpreting body language.
- Learn to interpret basic body language.
- Recognize common mistakes when interpreting body language.
- Understand your own body language and what you are communicating.
- Practice your body language skills.

MOTIVATION

EMPLOYEE MOTIVATION WORKSHOP



**THE EMPLOYEE MOTIVATION WORKSHOP
WILL GIVE PARTICIPANTS SEVERAL
TOOLS TO BECOME A GREAT MOTIVATOR,
INCLUDING GOAL SETTING AND
INFLUENCING SKILLS.**

EMPLOYEE MOTIVATION WORKSHOP

When you think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life. The truth is, no matter what we offer people, true motivation must come from within. Regardless of how it is characterized, it is important to get the right balance in order to ensure that you have a motivated workforce.

The Employee Motivation workshop will give participants several tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.

Workshop Objectives:

- Defining motivation, an employer's role in it and how the employee can play a part
- Identifying the importance of Employee Motivation
- Identifying methods of Employee Motivation
- Describing the theories which pertain to Employee Motivation – with particular reference to psychology
- Identifying personality types and how they fit into a plan for Employee Motivation.
- Setting clear and defined goals.
- Identifying specific issues in the field, and addressing these issues and how to maintain this going forward.



LEARN MORE AT OUR WORKSHOP

BUSINESS ETHICS WORKSHOP

Learn how to Create strategies to
implement ethics at work and more

A COMPANY'S ETHICS WILL DETERMINE
IT'S REPUTATION

BUSINESS ETHICS SKILLS WORKSHOP

A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a Business Ethics program takes time and effort, but doing so will do more than improve business; it will change lives.

A company's ethics will have influence all levels of business, and will influence all who interact with the company, including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. It is a two-way street; the influence goes both ways, which makes understanding the importance of ethics within a business very important.

Workshop Objectives:

- Define and understand ethics.
- Understand the benefits of ethics.
- Create strategies to implement ethics at work.
- Recognize social and business responsibility.
- Identify ethical and unethical behavior.
- Learn how to make ethical decisions and lead with integrity.



Conflict Resolution Workshop



**UNDERSTAND WHAT
CONFLICT AND
CONFLICT RESOLUTION
MEAN**

**UNDERSTAND THE
FIVE MAIN STYLES
OF CONFLICT
RESOLUTION**

**BE ABLE TO ADAPT
THE PROCESS FOR
ALL TYPES OF
CONFLICTS**

BOOK NOW!

**Wherever two or more people come
together, there is bound to be conflict.**

CONFLICT RESOLUTION WORKSHOP

Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

Workshop Objectives:

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

HAPPY IS THE NEW BLACK - INCREASING YOUR HAPPINESS WORKSHOP

JOIN NOW



Happiness will spread
throughout your
organization, and have
a positive effect on
everyone.



HAPPY IS THE NEW BLACK INCREASING YOUR HAPPINESS WORKSHOP

This workshop will examine the possibility of increasing happiness through the power of positive thinking. Happiness will spread throughout your organization, and have a positive effect on everyone.

With our Increasing Your Happiness workshop, your participants will engage in unique and helpful ways to increase their happiness. This increase in happiness will have a robust effect on their professional and personal lives. Increase happiness will improve communication skills, increase productivity, and lesson absenteeism.

Workshop Objectives:

- Discuss how planning ahead cultivates workplace happiness
- Create a nightly routine and daily plan
- Relate more effectively to others in the workplace
- Understand how the workspace environment impacts happiness
- Think more positively
- Take actions that will create greater workplace happiness



HEALTH AND WELLNESS

=

**A PRODUCTIVE
EMPLOYEE**

CREATING A CULTURE OF
WELLNESS

HEALTH AND WELLNESS = A PRODUCTIVE EMPLOYEE

A healthy employee is a happy and productive employee, and that is a goal for every organization. Through our Health and Wellness at Work program your participants will be informed of the benefits of a healthier lifestyle and workplace.

Our Health and Wellness at Work course will be instrumental in creating a “Culture of Wellness” within your organization. Your participants will learn of common issues such as smoking cessation, nutrition & weight loss, and preventative care. Health and wellness is the responsibility of everyone in an organization, so take the positive step and create a program at your workplace.

Workshop Objectives:

- Access Health and Wellness Program Needs
- Plan a Health and Wellness Program
- Implement a Health and Wellness Program
- Maintain a Health and Wellness Program



How to Improve your Self Awareness

SELF-AWARENESS IS AN IMPORTANT PART OF EVERYDAY LIFE. IT TRANSFERS OVER TO YOUR PERSONAL, SOCIAL, PHYSICAL AND WORK LIFE

IMPROVING SELF AWARENESS

Self-awareness is an important part of everyday life. It transfers over to your personal, social, physical and work life. It can help one gain a better understanding of themselves, and how to live a better, more fulfilling life. When working to deepen one's own self-awareness, it is important to fully engage yourself. One should take the time and proper steps, to fully become self-aware.

With the Improving Self-Awareness workshop, your participants will learn how beneficial becoming more self-aware can be. A highly self-aware person will become more equipped to deal with daily life and its challenges. Through this workshop, your participants will gain a new perspective on themselves and their emotions, and become a valuable member to society.

Workshop Objectives:

- Define the self and different aspects of the self
- Learn from introspection
- Understand the nature and value of emotions
- Appreciate themselves
- Appreciate others
- Improve effectiveness



How to **BECOME A MORE LIKEABLE BOSS**

**BECOME A MORE
LIKEABLE BOSS**

**SUPERVISOR -
MANAGER**

JOIN NOW

**DEVELOP LEADERSHIP
QUALITIES**



HOW TO BECOME MORE LIKEABLE BOSS WORKSHOP

Becoming a more likeable boss can sometimes be a difficult process to describe. It can be one characteristic that facilitates great communication and great employee relationships. It can be the special way that you show confidence in among your team. These and other events can become more easily managed with this great workshop.

With our How to Become a More Likeable Boss workshop, your participants will begin to see how important it is to develop better managerial skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

Workshop Objectives:

- Understand how to develop leadership qualities
- Know how to delegate effectively
- Choose inspirational and engaging tasks for yourself and others
- Use wisdom and understanding to lead others
- Identify the roles of your team
- Learn how to trust others and earn their trust.



THANK YOU FOR YOUR BUSSINESS

Workshop



**THE CUSTOMER SERVICE WORKSHOP WILL
LOOK AT ALL TYPES OF CUSTOMERS AND
HOW WE CAN SERVE THEM BETTER AND
IMPROVE OURSELVES IN THE PROCESS**



Recognize how your attitude
affects customer service



THANK YOU FOR YOUR BUSINESS WORKSHOP

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

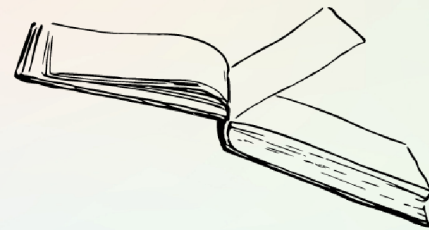
The Customer Service workshop will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

Workshop Objectives:

- State what customer service means in relation to all your customers, both internal and external
- Recognize how your attitude affects customer service
- Identify your customers' needs
- Use outstanding customer service to generate return business
- Build good will through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal with difficult customers



HOW TO SUPPORT YOUR CUSTOMER



HOW TO SUPPORT YOUR CUSTOMER

Customer support used to mean a face-to-face conversation with a customer, or a phone call. Today, technology has changed how we approach customer support. It now encompasses the internet, websites, webchats, and even smart phone apps. The customer experience begins long before the purchase is made.

With our “Non-Telephone Customer Support” workshop, your participants will discover the new opportunities in customer support services via the internet, but also how to use these opportunities to their advantage.

Workshop Objectives:

- Define customer support
- Know the different venues for customer support
- Recognize challenges of customer support
- Learn different applications
- Know proper forms of documentation
- Learning to be proactive in customer support

WORKSHOP TO BUILD A CREATIVE TEAM AND WORK CULTURE

Think outside the box



WITHOUT CREATIVITY, WE WOULD ONLY SEE
WHAT IS VISIBLE TO THE EYE

Be mindful that there is creativity in all of us

THINK OUTSIDE THE BOX

Creativity allows individuals to view every aspect on earth, explore new paths, and find new discoveries that help to advance our consistently thriving world of business. Without creativity, we would only see what is visible to the eye. To evolve as a business, it is critical to look beyond what is visible and consider new ideas. When creativity is incorporated into daily workplace practices, there is an increase in opportunity for growth, engagement, and productivity. Creativity and innovation will turn ideas and dreams into reality.

This course will provide you with informative tools and practical strategies that will help shape a creative workplace. Creativity plays a big role in building a positive work environment, in which employees will feel confident in expressing their ideas. Be mindful that there is creativity in all of us. When this creativity emerges, powerful opportunities and advancements will happen.

Workshop Objectives:

- Define creativity
- Differentiate between creativity and innovation
- Work toward achieving the benefits of creativity for business success
- Successfully build a creative team and work culture
- Learn techniques for effective brainstorming
- Identify the stages of the creative process
- Understand the barriers of creativity
- Use tools to help find your creative mind

COURSES BY BIBI

- The best Soft Skills You Need to be successful
- Prospecting and Lead Generation
- Emotional Intelligence
- Ager Management
- Management Skills
- High Performance Teams inside the Company
- Motivating Your Sales Multi-Level Marketing
- Cyber Security
- Managing Workplace Harassment
- Business Succession Planning
- Coaching and Mentoring
- Communication Strategies
- Conducting Annual Employee Reviews
- Organizational Overcoming Sales Objections Performance Management
- Creative Problem Solving
- Public Speaking
- Critical Thinking
- Developing Corporate Behavior
- Digital Citizenship
- Employee Onboarding
- Coaching Salespeople
- Developing New Managers
- Employee Recognition
- Sales Fundamentals

- Employee Termination
- Project Management
- Event Planning
- Facilitation Skills
- Goal Setting and Getting Things Done
- Employee Recruitment
- High Performance Teams Remote Workforce Hiring Strategies
- Human Resource Management
- Improving Mindfulness
- Internet Marketing Fundamentals
- Interpersonal Skills
- Leadership and Influence
- Lean Process And Six Sigma
- Crisis Management
- Life Coaching Essentials
- Managing Personal Finances
- Social Intelligence - Social Learning
- Managing Workplace Anxiety
- Marketing Basics
- Taking Initiative
- Measuring Results from Training
- Risk Assessment and Management
- Media and Public Relations
- Business Writing
- Meeting Middle Manager
- Workplace Bullying
- Millennial Onboarding

- Delivering Constructive Criticism
- Adult Learning – Mental Skills and Physical Skills
- Negotiation Skills
- Networking Outside and inside the Company
- Office Politics for Managers.
- Personal Branding
- Supervising Others
- Personal Productivity
- Presentation Skills
- Entrepreneurship
- Proposal Writing
- Responsibility in the Workplace – Safety in the Workplace
- Self-Leadership
- Social Media in the Workplace
- Social Media Marketing
- Stress Management
- Talent Management
- Team Building for Managers
- Women in Leadership
- Teamwork and Team Building
- Top 10 Sales Secrets
- Train-The-Trainer
- Trust Building and Resilience
- Work-Life Balance
- Workplace Diversity
- Telephone Etiquette
- Workplace Harassment

Bibi holds a Diploma or accreditation in the following –

BIBI WILL USE SOME OR ALL OF THE TOOLS IN THE ONE TO ONE COACHING AND SOME OF THE TOOLS IN THE WORKSHOPS.

Colour therapy

Colour therapy is a subtle non-invasive therapy that makes use of the healing energy contained within the visible rays of colour. Colour therapists introduce the optimum balance of colour energies into the human organism in order to promote harmony and balance between the body, mind and spirit. Only when this balance occurs are we able to work towards a state of perfect health.

Colour therapy is a healing energy therapy, which works well with many other methods of treatments. There are, however, many cases where colour therapy has worked while other methods of treatment have been ineffectual. A Colour Therapist can use colour to balance energy, aid creativity and learning, release blocks and alleviate physical, emotional and mental conditions. Colour therapy helps people understand their needs for certain colours, and show them how to use these colours for healing, health, relaxation, inspiration and protection

Meditation

Meditation means awareness. Whatever you do with awareness, it is a form of meditation. 'Watching your breath' or 'Listening to the Birds' is meditation. As long as these activities are free from any other distraction to the mind, it is effective meditation. It also means a cessation

of the thought process, a state of consciousness, when the mind is free of 'scattered thoughts' and intrusive patterns.

We use Meditation as part of our coaching and development from 'Chakra Balancing' to 'Walking the Labyrinth'.

Meridian Psychotherapy

Meridian Psychotherapy integrates the teachings of meridian interventions with traditional psychotherapy. Meridian Psychotherapists teach their clients how to interact with their own meridians. This therapy is highly effective because there is a demonstrable link between the Meridians and the Emotions.

I focus upon practical meridian therapy applications that can be learned and practiced by the client.

Advanced Meridian Psychotherapy with EFT tapping

Emotional freedom technique (EFT) is an alternative treatment for physical pain and emotional distress. It's also referred to as tapping or psychological acupressure.

People who use this technique believe tapping the body can create a balance in your energy system and treat pain. Similar to acupuncture, EFT focuses on the meridian points — or energy hot spots — to restore balance to your body's energy. It is believed that restoring this energy balance can relieve symptoms a negative experience or emotion may have caused.

Mindfulness

Mindfulness techniques help manage stress and pain levels and improve relationships. Where our suffering comes from is explained, looking in detail at our thoughts and emotions and how they rule us.

Mindfulness is equally suitable for someone wanting to relieve depression or anxiety and improve relationships without wishing to practice formal meditation.

Mindfulness can be incorporated into other holistic therapies for a more connected client practitioner relationship. Mindfulness techniques can be incorporated into weight loss, Counselling, Relaxation therapy, Reflexology and so on and can produce quite profound 'life changing' results.

Professional Relaxation Therapy

Professional Relaxation Therapy has been shown to improve the quality of everyday life, by building the skills of resilience to adversity and stress. It is 'resilience' that helps us adapt to stress, and bounce back, from the difficult times in life.

The role of a Professional Relaxation Therapist is to provide and project a harmonious, supportive environment where the client can experience a state of deep relaxation. People want to learn how to relax, so the purpose is not only to treat, but also to educate them into using the knowledge and techniques for themselves.

Cognitive Behavioral Therapy

CBT (Cognitive Behavioral Therapy) is a therapy that focuses on assessing the particular ways in which individuals think, behave, perceive, act and react. This therapy will client's, with behavioural, emotional and social challenges.

CBT is a powerful and practical tool for personal exploration, problem solving and development. CBT therapists work to unlock and release the potential within their clients, to bring about 'major positive improvements' and changes in their lives by focusing upon presenting issues and offering a more balanced and focused ways of looking at, addressing and

handling such matters, with a more positive outcome. Additionally this therapy offers 'strategies and techniques' for addressing and dispelling negative thought processes/patterns. CBT offers the sufferer of panic disorders/ agoraphobia and many other similar ailments, the solution of learning, by practice and repetition, new ways of dealing with difficult situations and the anxieties they may cause.

Hypnotherapy

Hypnotherapy is classified a 'talking therapy' using the power of suggestion to change our thoughts, emotional and physical behaviour where required. The process of hypnotherapy alters our state of consciousness in a way that enables the conscious part of the mind to relax and become inattentive, while at the same time stimulating and focusing that part of the mind we call the 'subconscious'.

Life Coaching

Working with me as your Life Coach, we will create an on-going partnership between yourself and me. My aim will be to produce fulfilling results in your personal and professional live. Working with together to overcome any obstacles and setbacks which have in the past prevented you from reaching your full potential and achieving your goals which you have been aiming for.

Life Coaching can unlock and release the potential within you, to bring about major positive improvements in your live. Life Coaching is a practical tool for personal exploration and development.

Neuro Linguistic Programming

NLP tries to detect and modify unconscious biases or limitations of an individual's map of the world. NLP is not hypnotherapy. Instead, it operates through the conscious use of language to bring about changes in someone's thoughts and behavior

Psychotherapy & Counselling

This Psychotherapy & Counselling certification provides a basis to work from for many other therapies. As a holistic therapist, listening and talking to people is the core of your everyday working environment. This qualification aiming to help and understand individuals, while working towards alleviating their anxieties with compassion, understanding, and guidance are the qualities of a Professional Counsellor

Stress Management

Stress is an old problem that has only recently been recognized as a basic, and sometimes major, factor in many physical and mental problems. Stress Management has been prepared to cover a vast scale of "stress related problems" and their treatments. We aim to investigation into the "root causes" of these problems.

Sports Psychology & Dynamics

Sports Psychology is the study of the way psychology influences sports, athletic performance, exercise and physical activity.

The therapy provides an in-depth introduction to the theory behind mind power and sport, incorporating many demonstrated and effective principles, including self-motivation, positive belief strategies, developing the 'winner' attitude, stress control, visualization and effective strategies.

The Journey Method

The Journey is a cutting-edge transformation and healing method. – **What the Journey can do for you –**

Emotional Healing – Physical Healing – Depression – Relationships – wealth

Laughter Therapy

Laughter Therapy a type of therapy that uses humor to help relieve pain and stress and improve a person's sense of well-being. It may be used to help people cope with a serious disease, such as cancer. Laughter therapy may include laughter exercises, clowns, and comedy movies, books, games, and puzzles.

THANK YOU!