



# The **BEST YOU** through EQ

Winning in the workplace is not only about how well you do your job.

It is also about how you interact with your colleagues, how you cope with stress, how you deal with difficult situations or people, and a whole host of other emotional situations that you will face in the course of your working day.

This is where Emotional Intelligence (often referred to as EQ) comes in. EQ is a combination of skills, based on a connection between what you experience and how this affects the way you interact with yourself and others.

A revolutionary new course offered to employees by our Leadership Development Centre helps you to harness the power of your EQ. Presented by one of our training service providers, Key Steps Corporate Training, the nine modules of "The BEST YOU through EQ" will take you on a journey of self discovery.

You will develop your awareness, enhance your self esteem, improve teamwork, learn how to set and achieve goals, manage your own performance, deal with conflict, find personal and professional creativity, and much more.

Read the comments from some of our first delegates to complete this course and make up your own mind.....



**Helen Wilson, project facilitator, Leadership Development Centre (LDC)**

*I believe this is the best training I have ever done – yes in my life! I have learnt lots of new things. I can't begin to tell you how often I use the new skills – every day, all the time. I think EVERYONE should attend this training – it is life changing.*

**Ilse Heenop, human resources manager, Service Support/CRC**

*This training provides you with so many tools to recognise and manage your own emotions, and to understand the emotions of others.*

**Izel Rost, senior human resources manager, Barloworld Power**

*The EQ Training was fantastic! It has added and will continue to add value in my personal and professional development. A definite must for all.*

**Zayne Watson, salesman, Limpopo Mining**

*This is by far the best training initiative for personal and professional growth I have attended.*

**Landile Kubheka, junior salesman, Durban**

*I've discovered what really is important to me, what makes me tick and how to bring that out so I'm the best I can be at all times.*

**Willie Haasbroek, Operator Academy manager**

*This was an eye opening experience, a roller coaster ride in which I realised some things about myself. It has involved a lot of introspection, getting to grips with my positive and negative points so I know what I need to work on.*

**Verné Wiid, brand manager, Marketing**

*I have gained insight into building strong relationships, succeeding at work and achieving my goals. I have become a better communicator and listener. Now I am more conscious of what I do and how I do it.*

**Michelle Nicolai, rental manager, KZN**

*Today even high achievers constantly fear that they are insignificant when they compare themselves to success stories in the media. To overcome this anxiety, we need to stop measuring our achievement through cultural fantasies of riches and celebrity and start practicing "active self-acceptance" through a sustained pursuit for self-knowledge. Self acceptance, self management, motivation, handling relationships and empathy are my new tools for a better me!*

**Sharon Nsele, human resources assistant, KZN**

*This programme has really improved so many aspects of both my personal and work life. It's good to be able to take a step back, reflect on one's self and fix what you have been doing wrong all along. It's no longer "good God, its morning" but "good morning God", and the rest of my day just follows in that direction.*

**Mamosa Moletsane, CRM administrator**

*EQ has been an emotional journey for me. It has equipped me with the skills to nurture and nourish relationships that matter most to me and helped me to change my limiting beliefs. It has boosted my confidence personally, socially, career-wise and otherwise!*



# First Sales Academy graduates *snapped up*

In the last issue of *Keeping Track* we reported that Barloworld Equipment had launched a focused Sales Academy programme with four graduate interns.



Attending our first Sales Academy graduation on 28 July (back from left): Andy Brough (external training consultant); Landile Kubheka; Helen Wilson; Lloyd Thomas; Wanda Ncemane; Sharon King (external consultant for EQ training); (front from left): Khotso Tsotsotso and Mpho Komako. Executive directors John Polykarpou (After Sales), Terry Dearling (HR and Communication), and Charl Groenewald (Contract Mining, Construction and Rental), were also present at the graduation, along with representatives of our sales and marketing teams and the Caterpillar district office.

The Sales Academy provides six months of full time training for new salesmen and women and can also be adapted to a part time programme for existing sales reps if demand exists.

"The Sales Academy is designed to become the future source of sales reps across the group," explains Lloyd Thomas, Barloworld Equipment general manager, Group Sales and Supply Chain. "Selected modules of the programme can also be used on an ad hoc basis to meet the development action plan (DAP) requirements of individual sales reps."

Our first four interns were employed early this year on a six month contract to pilot the programme, with no promises of permanent employment.

"I am delighted to say that all four have graduated and been employed as junior

salesmen, Mpho Komako in Middelburg, Wanda Ncemane in Bloemfontein, Khotso Tsotsotso in Isando and Landile Kubheka in Durban," says Helen Wilson, project facilitator in the Leadership Development Centre (LDC).

The second Sales Academy programme started on 4 July 2011 with six new graduate interns, three men and three women. "Based on the very positive outcome of the pilot programme, I am confident that this initiative will breed many top quality, successful salesmen and women in the future," says Helen.

"We intend to run two programmes every year and urge existing sales staff in the company to consider participating."

Call Helen at 011 301 4000 for more information.