



# SHAY MC CONNON

Engaged people driving performance



KEYNOTE	X
FACILITATION	X
MASTERCLASSES	X
GLOBAL SPEAKER	X

**KEYNOTES:**

- Winning Relationships: Get the best from your people
- Which Planet are you from? Capitalise on the diversity of styles in the workplace
- Leadership Magic: Create special people who will give you special results
- An Even Better Place to Work™ improve the quality of work life for everyone

**MASTERCLASS:**

- The "How To" of Employee Engagement - Fastrack to high engagement levels
- Conflict to collaboration - Replace conflict with openness, trust & collaboration
- Feedback - Give feedback without alienating anyone / receive feedback without getting defensive

Few speakers have the ability to deliver powerful life changing messages as they make their audiences laugh. Shay Mc Connon is one of them. He is a psychologist, an author of 18 books and the founder of People First an international training and consultancy group that specialises in leadership and culture issues. He is the creator of An Even Better Place to Work, a proven employee engagement solution being used by Siemens, Qatar Airways, CERN, Geneva police, Heineken, the NHS and other blue-chip companies globally. Shay is a member of the Magic Circle and he uses magic to illustrate his key messages in a fun and memorable way. His keynotes are high energy, content rich and packed with practical, workable ideas.

*"The feedback has been excellent, evidence by our repeat bookings with you for the remainder of our USA and UK staff. You kept the audience riveted and I look forward to the next time."*

- Pippa Anderson Head of OPD Glaxo Smith Kline

**MASTERCLASS**

## THE 'HOW TO' OF EMPLOYEE ENGAGEMENT

**WHO SHOULD ATTEND**

- Anyone with people responsibility and are looking for ways to get the best from their people.

**DURATION**  
1 day

The business case for having employees engaged has been made (David McLeod) but organisations struggle to create it.

In this masterclass, Shay Mc Connon will share with you the employee engagement model he has developed for organisations like Siemens, Heineken, Emirates and others globally. He gives you not only the Why and the What, but the How To for engagement.

- Ways to create systemised and sustained engagement
- The 7 indicators for making your place at work 'An Even Better Place to Work'
- Growing and tracking engagement levels across the organisation
- Practical ideas and tools for improving the impact of leadership and employee engagement
- Get people asking, "What am I going to do?" not "What is management going to do for me?"

**Conflict to Collaboration**

Conflict eats into time, moral and profits. Managers typically lose 25% of their day to unnecessary conflict (Dana). This is time lost to creative productive work.

- Learn how to replace conflict with openness, trust and collaboration
- Discover the four steps that defuse explosive situations
- Learn the language of collaboration so everyone wins
- Creating the mindset "For me to win, you don't have to lose".

**Feedback**

Feedback is the most powerful, the most ill-used and underused management tool. Shay, using real life examples, shows you how to

- Distinguish between feedback and criticism
- Give feedback so people will be open to what you have to say and be prepared to act on this.
- Receive feedback without getting defensive
- Negotiate to a genuine win-win
- Create a culture where feedback is the norm and is seen as an invaluable tool for improving working relationships and performance.