

Agilus Work Solutions: Performance Training

By Mahsa Durbano & Ashley Strike



Mental Performance Team

Mahsa Durbano

As the President/CEO of Limitless Performance and Director of Mind Gym, Mahsa Durbano excels as a Mental Skills Consultant with a keen focus on corporate programs for high-performing professionals. Her expertise caters not only to athletes, but also to individuals in various domains such as music, acting, and business. Mahsa's approach involves close collaboration with professionals, aiming to optimize their mental skills and unlock their full potential within the corporate sphere.

Ashley Strike

Ashley Strike is a Mental Performance Consultant with the Canadian Sport Psychology Association (CSPA). She helps individuals gain mental and emotional skills, techniques, and knowledge to reach their optimal performance. Ashley has worked with athletes, performance artists, high-performance professionals, and armed forces members.





Mental Performance Training

- ❖ Development of mental and emotional skills, tools, & strategies
- ❖ Help improve your mindset and overall performance. Improves transfer of skills
- ❖ Mental performance training is a process of self discovery
- ❖ Deeper understanding of yourself and will gain tools to handle challenges you face

Activity Time!

- ▶ Minefield
- ▶ Rules of the game:
 - ▶ Within your group, get into pairs
 - ▶ Each person will go through the minefield with their blindfold on.
 - ▶ Partner is guiding you through at the end.
 - ▶ If you touch a cone, you start over
 - ▶ 3 pairs go through, then switch
 - ▶ First team to finish wins!

Discussion

What was the most difficult part of this task?
What was your experience as being the guide?
Did you have to change your communication style?

Theme for Today: Communication

What are the different forms
of communication?



Communication

- ▶ Is the process by which information is exchanged between individuals through a common system of symbols, signs, or behavior.
- ▶ Verbal and Non-Verbal
- ▶ Contextual aspects
 - ▶ relationships, environment, and cultural
 - ▶ Mood + stress
 - ▶ Personal Factors

Communication within Agilus



What are your company's core values?



How has the company communicated to you the vision, goals, or standards of your organization?



What are your companies goals long term? How are you apart of these goals?

- **What are your company's environmental norms?**
 - standards of conduct
 - showing how group standards can benefit the team
 - Rewarding/sanctioning
- **What are your goals as a team and individually?**
- **How can your performance affect the overall vision?**



Core Values: Knowledge & Implementation

Exercise #1 What are your core values as an organization?

- Respect, trust, communication, effort, accountability, teamwork, etc
- 4 core values

How are the core values used throughout your day?

Everyone has a role to play and
will execute a core value
differently

You are a small part of the
whole

Communication is key to
working together and executing
these core values daily

A photograph of a sensory room with wooden figures and ropes. The room has a light-colored floor and walls. In the foreground, there is a red wooden figure with a spherical head. Behind it, there is a yellow figure, an orange figure, and a blue figure, all with spherical heads. They are connected by a grey rope. The background is a plain, light-colored wall.

Context of Communication

- ▶ Relationship
 - ▶ Communication style changes with the different people within our life.
 - ▶ Boss
 - ▶ Client
 - ▶ Friend
- Environment
 - Volume
 - Content shared
 - Style
- ▶ Culture
 - ▶ Style of communication
 - ▶ Traditions or norms
 - ▶ Appropriate or not

Communication Techniques: Active Listening

Encouraging:

- Verbal and non-verbal cues
- Head nodding, hmm, facial expression
- Smiling is the best way to encourage warmth and openness.

Listening:

- ▶ It is hard to not form your response before the question is over so reminding yourself to listen to everything before formulating a response

Silence:

- ▶ For yourself or others

Communication Techniques: Active Listening

Open-ended Questioning:

- Allow for answer that are not Yes or No
- Start with *who, what, when, where, or why*
- *How* questions can lead to a process of feelings or emotions
- *Why* questions can lead to discussion of reason, understanding, and clarification

Summarize:

- ▶ Shows that you are listening and not thinking about a response

Self-disclosure:

- ▶ A process of communication in which a person reveals information (often of a personal nature) about oneself to another

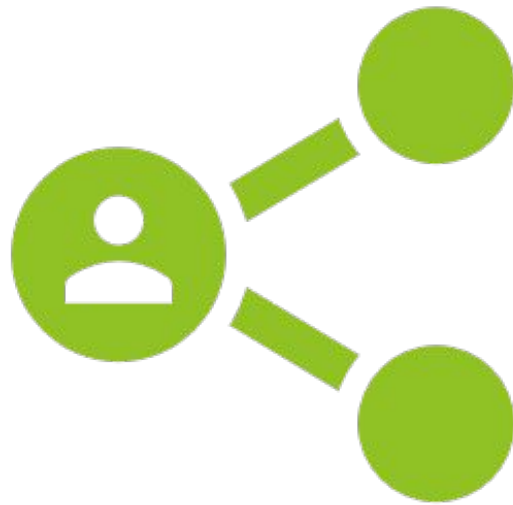
Exercise #2: Self Disclosure

Q1: What difficulties or challenges have you faced trying to implement your core value within your job?

- Person listening: Let them finish talking.
- Try to use open ended questions to obtain greater understanding or more information.
- Switch!

Q2: What can I do to help you perform or execute your job better? What do you need from me?

- ▶ **I would like....**
- ▶ **It would be helpful....**
 - ▶ **Have action attached to your comment**



What is the benefit of sharing your experiences within your team?

How could this lead to better cohesion within your organization?

Summary



Discovered our core values



Communication can have multiple forms and is essential to conveying your thoughts effectively



Active listening techniques key to having meaningful conversations



These skills can be used in every context, practice makes perfect!



Thank you!

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