



# face value

PERFORMANCE PSYCHOLOGY<sup>®</sup>



## S3 Self-Improvement Programme

July 2023

## S3 Self-Improvement Programme: general objectives

The S3 Self-Improvement Programme helps participants to realise their potential, known as ‘self-efficacy’, by reducing the interference they encounter in their daily working lives. This is achieved in three steps: learning how to gain emotional self-control before building self-confidence through realistic planning, and finally adjusting and reinforcing actual experience through objective feedback.

The individual who is able to minimise the amount of time that their thinking is impeded by emotional reactivity will be quicker at re-focusing objective attention on the facts of the situation at hand and at implementing a better solution. When interpersonal interaction and co-operation are involved, the emotionally-stable individual will be more effective at communicating with others, and in helping to manage their emotional states too. This gives the individual and team an advantage over others who are less emotionally-agile.

Face Value’s approach to individual and team performance examines and addresses development at these three stages:

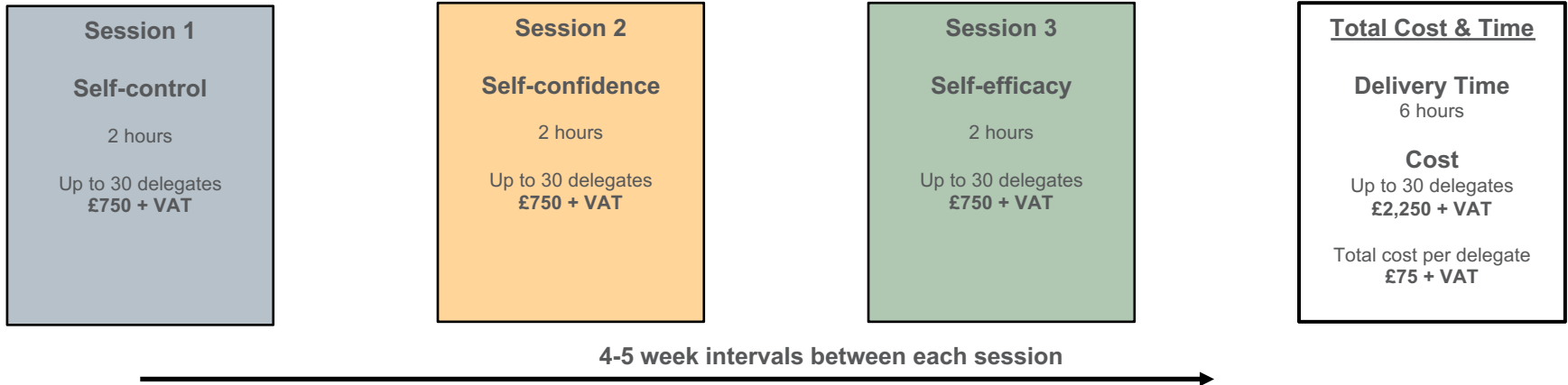
- 🗨️ **Self-control** – how high is the level of emotional self-awareness and how robust are the skills for managing the self? Why do we get emotional and when does it happen? What are the triggers and can we expect them to happen again? What is or isn’t in our control?
- 🗨️ **Self-confidence** – how clearly-defined are individual and organizational values (what do we consider to be important?) and how strong is the ability to delay the need for instant gratification (motivation to manage one’s emotions now in order to realise a reward at a later stage)? How does motivation influence the way that objectives are broken down into manageable goals or steps?
- 🗨️ **Self-efficacy** – practice makes progress (expecting ‘perfect’ is an all-or-nothing thinking distortion that upsets confidence) – what model of excellence is being used, how frequently is there an opportunity to ‘have a go’ and to gain experience, what social influences (from other work colleagues) are helpful, and how does awareness of our physical emotional reactions affect our efforts?

# S3 Programme - Online Delivery - Outline and Costs

The S3 Self-Improvement Programme can be delivered in-person or wholly virtually, using Microsoft Teams or Zoom software, supported by Slido.com. Online virtual sessions make use of breakout rooms for small-group learning activities. Slido.com allows delegates to participate in surveys, polls and feedback entirely anonymously, secure in the knowledge that they cannot be identified by their contributions. This system is used in both in-person and virtual sessions.

Each session lasts 2 hours and includes a short break (of 15 minutes). Up to 30 delegates can take part in the presentation and related breakout activities. Activities are indicated in the session outlines with the letter 'A' followed by the activity number. They range from individual work to discussions in pairs, threes or in plenary.

Delegates are provided with an A5-sized programme workbook that includes the main content from the 3 sessions, as well as extra activities to continue with skill development between sessions and after the end of the programme. These are provided in digital format for online delegates.



# Session content: S1 - Self-Control

|   |   |   |  |  |  |
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| <b>Introduction</b><br>Face Value, brief relevant personal history and aims of the session<br><br>Ground rules and expectations | <b>Emotions impair logical thinking</b><br><br>A brief overview of the neuroscience of decision-making<br><br><b>A1.0 - Dysfunction</b> | <b>You're not in control</b><br><br>How the brain makes decisions – 2 systems of thinking | <b>Your emotional needs come first</b><br><br>How basic needs can give rise to anxiety | <b>Logic, language and stress</b><br><br>Perspective and logical thinking require language processing...but stress overrides them both | <b>Anticipate your challenges</b><br><br>What are you like? What do you need and how do you react?<br><br><b>A2.0 - Reflection</b><br><b>A3.0 - Networking</b> |
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|  |   |
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| <b>Be ready to cope</b><br><br>How stress can be managed (or made worse) in 5 ways<br><br><b>A4.0 - Individual work</b><br><b>A4.1 - Three-way work</b><br><b>A4.2 - Plenary</b> | <b>Summary &amp; Close</b><br><br>Questions and Answers<br><br>Instructions for preparatory work for next session (emotional logbook) |
|--|---|

**To find out more about the S3 Programme, book a call with Face Value by clicking the S3 icon...**



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# Session content: S2 - Self-Confidence

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|--|--|---|--|---|--|
| <b>Introduction</b><br>Re-emphasis of ground rules and expectations<br>Recap of S1 Self-control<br><br>Emotional logbook (homework check-in) | <b>Your values drive your emotions</b><br><br>Values and motivation and hierarchies<br><br><b>A5.0 - Individual work</b> | <b>How wrong could you be?</b><br><br>Thinking errors and cognitive distortions<br><br><b>A6.0 - Individual work</b><br><b>A6.1 - Paired work</b> | <b>See things in perspective</b><br><br>How viewing situations using perspective helps calm the mind: time, scale, social and probability<br><br><b>A7.0 - Paired discussion</b> | <b>Some things really can wait</b><br><br>Instant and delayed gratification: putting your values in order | <b>Make your plan achievable</b><br><br>How to avoid all-or-nothing thinking and the 'what the heck!' emotional trap<br><br><b>A8.0 – Individual work</b><br><b>A8.1 – Paired work</b> |
|--|--|---|--|---|--|



**Summary & Close**

Questions and Answers

Instructions for preparatory work for next session (goal scaling)



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## Session content: S3 - Self-Efficacy

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|--|--|---|--|--|--|
| <b>Introduction</b><br>Re-emphasis of ground rules and expectations<br>Recap of S2 Self-confidence<br><br>Goal scaling (homework check-in) | <b>Lay the foundations of your success</b><br><br>Introduction to self-efficacy and the 4 factors influencing it<br><br><b>A9.0 - Individual work</b><br><b>A9.1 - Paired work</b> | <b>Success &amp; failure<br/>Praise &amp; blame</b><br><br>Fundamental attribution error and how we judge our actions – now and in the future | <b>Underpin your motivation</b><br><br>Keeping the end goal in mind - avoiding motivational derailment – the P3 Method – ‘Purpose’<br><br><b>A10.0 - Paired work</b> | <b>Put your best foot forward</b><br><br>Crafting your plan and preparing your growth mindset for results and feedback – the P3 Method – ‘Plan’ and ‘Progress’<br><br><b>A10.1 - Paired work</b> | <b>Summary &amp; Close</b><br><br>Questions and Answers<br><br>Reflection on the whole S3 programme: what one thing will you pass on to your peers/colleagues?<br><br><b>A11.0 - Plenary</b> |
|--|--|---|--|--|--|



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## Logistics

**IT & AV support:** each session is supported by a PowerPoint presentation that forms the centerpiece of the webinar. Delegates attending remotely will receive a video conference link via an email invitation sent by Face Value. The preferred platform is MS Teams, but Zoom can also be used. Delegates need webcam and audio (microphone) access in order to take part in the activities conducted in 'breakout rooms'.

**Programme workbooks:** each delegate is provided with an A5-sized workbook – in hardcopy for in-person sessions and in digital format for virtual sessions. The workbook contains all the material covered in the sessions (and in greater depth). Copies of the PowerPoint slides used in the webinar are not supplied in any format.

**Event venue and delegate details:** venue details for in-person sessions are needed at least 2 weeks in advance (for travel planning purposes). Ideally, invitations to online sessions need to be sent to delegate email addresses around the same time

**Invoicing:** the programme is invoiced in its entirety upon delivery of the first component of the programme.

**Cancellation terms and conditions:** Face Value's standard cancellation notice terms are that 21 calendar days' notice before the first scheduled event is required for a full 100% refund. Between 21 and 14 calendar days' notice of cancellation will receive a 50% refund. The full programme fee remains payable if less than 14 calendar days' notice of cancellation is given before the first scheduled event.

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# About Face Value Performance Psychology Limited

Glenn Mead runs Face Value Performance Psychology Limited, which specialises in helping individuals and teams to maximise their potential by making better decisions. He does this by raising their awareness of their emotional and logical thinking brain systems, and how these influence the way they think, feel and behave. With a practical understanding of the neuroscience of decision making, his clients can use effective questions that help to put situations into perspective.

Before consulting, Glenn worked internationally in professional services firms and the Armed Forces in both operational and human resources roles and has over 30 years' experience of leadership and management. He has worked with EY and Cap Gemini in the UK, and with Accenture across Europe, covering 12 countries. His 9 years' service as a Commissioned Officer in a British Army infantry battalion saw operational service in Northern Ireland and Bosnia. He also led the first-ever British Army winter expedition to Lake Baikal in Siberia. He was a director of Chimp Management Limited, the psychology consultancy involved with elite sports performance in Olympic cycling, canoeing and taekwondo and the origin of the bestselling book *The Chimp Paradox*.

Glenn's operational and consulting experience is complemented by Masters degrees in Business Administration and Occupational Psychology, as well as a masters-level diploma in executive coaching and leadership mentoring. His interest in the field of personal and team development began with his curiosity in how to manage stress and build resilience through changing the way we think about and react to stimuli (cognitive-behavioural coaching). The language we use and the way we communicate play a large part in that.

Glenn is a Member of the British Psychological Society and the International Society for Coaching Psychology. He competes in trail runs and mountain marathons, but notices how each year the hills somehow keep getting steeper and longer.

Face Value Performance Psychology Limited is registered in England & Wales (Company No. 10592410).