

# **ReSurfacing®**



**The next step  
in training and  
development  
evolution...**

# The Cutting-Edge...

Adapting to a rapidly changing world is one of the most difficult challenges businesses and organizations face in this highly competitive Information Age. The accelerated pace of progress and change within organizations has exceeded that of traditional management practice.

To succeed in this aggressive new economy, companies must go beyond just keeping up with the change culture – *they must stay ahead of it*. The ability to anticipate and respond to change is the key element to effective management. This ability will be present in any organization where self-development is their training focus. Encouraging learning, participation, innovation and risk taking requires transcending traditional self-development approaches. Programs must go beyond teaching word lessons centered around positive thinking, principles or values. Implementing experiential courses that offer managers and employees practical tools that can be used in everyday work situations is the next step in training and development evolution.

The ReSurfacing® course is the *cutting-edge self-development program* that can answer the demands of outpacing an ever-evolving business culture. This program focuses on developing the whole person through an experiential based workshop that explores the underlying structure of human interaction, behavior and performance – beliefs. By managing beliefs the individual can overcome personal limitations that impede the flow in business operations. This innovative approach creates happier, more adaptable and more effective employees and managers, which in turn, empowers the organization as a whole.



# Program Objectives

Participants in this innovative course will acquire a repertoire of hands-on exercises that can be utilized in the workplace to create increased insight and competency within the following areas:

## Leadership Development

Using a Personality Profile questionnaire, participants will obtain a blueprint of how they currently define themselves both personally and professionally.

Based on this insight, individuals will use the tools to:

- discover and manage limiting beliefs that impede performance in the workplace
- create empowering goals that align personal and professional visions
- enhance creative thinking using insight and directed attention
- strengthen the willingness to take risks and handle consequences of decisions
- reduce stress and increase productivity by shifting viewpoints and redirecting attention to intended goal
- enhance ability to improvise and adapt to change through a strengthened sense of self and mission
- free more attention and increase multi-tasking ability under pressure





## Interpersonal Development

With the ReSurfacing® Course techniques, graduates will have an increased ability to:

- reduce tension in potential conflict scenarios by broadening perspective
- listen with more free attention and increase understanding
- discover and manage self-deception signals to align goals and actions
- communicate intentions with more clarity and compassion
- relieve emotional upsets and shift viewpoint for better work performance
- foster and convey the vision/mission of the organization to the workforce

## Client Relations Development

In dealing with today's well-informed and demanding customer, graduates will have a higher ability to:

- shift attention from personal agendas to win-win scenarios for the organization and its clients
- anticipate client needs and viewpoints through more attentive interaction
- handle customer concerns/complaints with increased insight, compassion and clear communication
- deliver services/products with integrity and in a responsible, timely manner
- release judgments on client attitudes and behaviors that hinder successful interactions



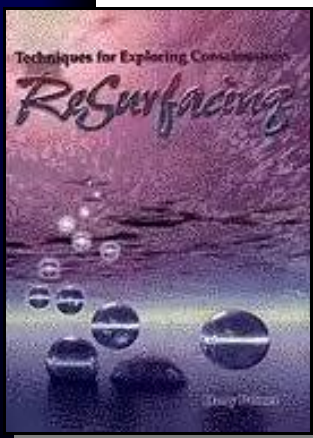
## Team Development

Successful organizations of the 21<sup>st</sup> century are built on effective, integrated teams. Participants in this workshop will:

- learn a proven problem-solving tool for teams described in *The Thoughtstorm<sup>®</sup> Manual*
- be more enabled to integrate individual perspectives and talents within a larger group
- increase individual creativity through participating in a synergistic, solution-oriented team



## Instructional Integrity



ReSurfacing (section I of the Avatar course) and Avatar were developed in 1987 by Educational Psychologist, Harry Palmer. The Avatar course has been delivered to over 50,000 people in 50 different countries worldwide with great success. Trainers for this workshop are licensed facilitators through Star's Edge<sup>®</sup> International and are skilled in one-to-one and group facilitation. ReSurfacing<sup>®</sup>, Avatar<sup>®</sup> and The Thoughtstorm<sup>®</sup> Manual are registered trademarks of Star's Edge International.