

# The Impact of Micro-Behaviours

## Introduction

It might just be that quick glance at your watch, failing to acknowledge a colleague's suggestion, checking your texts in a meeting or forgetting a name. But the little things we do say a lot about what we're really thinking - and send powerful messages to those around us.

Developed in partnership with leading business psychology consultancy Pearn Kandola LLP, this training solution examines the impact of micro-behaviours in the workplace and looks at the crucial role they can play in building positive working relationships.



## Audience

All employees

## Objectives

This course will give a better understanding of:

- What micro-messages are, how and why we send them and their impact in the workplace
- The damage caused by the negative micro-messages that we send ('micro-inequities') and the business case for tackling them
- how our behaviour can reflect our unconscious bias and how recognising and actively challenging this bias can deliver huge benefits
- How using positive micro-messages ('micro-affirmations') can improve employee engagement, enhance performance, unlock creativity and help build collaborative, cohesive teams

## Content

Some topics covered in this course:

- Micro-inequalities
- Micro-behaviours and unconscious bias
- Micro-affirmations