

The emotionally & socially intelligent
approach to communicating



BUILDING EMOTIONAL & THINKING CAPITAL

OUR CLIENT'S SAY...

“ Their focus on customers and the value they provide is outstanding, with many exciting opportunities ahead ... yet they are at times challenged to create full engagement of all those people who drive these factors forward. Sometimes constrained by differences in opinion, a disconnect in effort or people not always feeling valued or appreciated. ”



Intelligent
Communications

WE SAY...

“ When the collective efforts of people are valued and the spirit of cooperation is harnessed, the organisation will grow to the benefit of all (those within and outside the organisation). ”

The CARM® Approach helps guide conversations in constructive and respectful ways, right words... right effect. Managing emotion and empowering people and organisations to achieve outcomes which evade others... Unique, memorable and results driven.

We understand how stress and emotion affects cognition and influences decision making, action and behaviour.

We advance the skills and art of intelligent communications. Whether you are negotiating, trying to influence customers or other stakeholders, pursuing positive outcomes in challenging circumstances, strengthening relationships or building reputation and brand, you will benefit.

Most importantly we help others achieve results by promoting ethical, socially responsible and relationship centred communication practices. ”

A STATE OF MIND... A WAY OF BEHAVING

Our expertise continues to help people and organisations develop & grow. We deliver on improving service performance with customers, building internal and external cohesion and collaboration with stakeholders and growing respectful and motivated workplaces.



[Outcomes]

CARM® is synonymous with a State of Mind 'thinking intelligently' and a Way of Behaving 'communicating intelligently' in situations that involve change, pressure, conflict, or frustration and ultimately lead to negative human emotions and negative thinking.

What CARM® Intelligent Communications will do for you and your organisation is provide the right principles, strategies and skills to bring the two critical areas of thinking and communicating into alignment.

When you use 'The CARM® Approach' your people will experience a tremendously satisfying result and display a renewed sense of motivation and level of commitment. Allowing them to achieve the best outcomes equal to the most highly skilled leaders and communication practitioners.

At CARM® Thinking we inspire and equip people and organisations with the capability, frameworks and ideas to successfully communicate and breakthrough when outcomes are critical.

BRIEF HISTORY



[Connection & Trust]

We began our journey back in 1996 as a training and consultancy business. Our focus was on translating what many considered as complex interpersonal skills into something which is more easily understood, learnt and applied. A process that enabled people and organisations to achieve greater communication success.

Our commitment set about empowering people to understand and manage their own emotional and behavioural responses to challenging circumstances. We helped people develop within themselves a more respectful, effective and resilient style of communicating.

From the beginning we resolved that we would maintain the highest standards of quality and customer service and that our team would possess the highest levels of expertise and genuinely share the values and vision of the company.

By adopting this approach, we have continued to grow as a respected and trusted professional development and communication consulting group. We are recognised for innovative, customer focused, outcome oriented solutions that service an impressively loyal client base.

WHY CARM®

We promote ethical, socially responsible and relationship centred communication strategies. Our unique approach is 'counter-intuitive' by design – capturing the essence of emotional and social intelligence.



Counter-intuitive

We understand how stress and frustration interferes with the normal process of thinking and communicating. It empowers emotions and rational thinking becomes the victim.

Over time emotionally driven behaviour and stress can become habitualised in your approach. These are the habits that continue to influence the success or otherwise that we experience whilst engaging with others.

By learning and applying CARM® in your communication, you are building the architecture of effective habits – identifying potentially limiting

thinking and behaviours and re-scripting and encoding your emotional and cognitive capital. Our approach is purposely structured to incorporate principles of human influence, words and actions that stimulate human reward and recognition systems, helping to move conversations in the right direction 'Right Words...Right Effect'.

We have successfully trained, coached and advised many thousands of people at all levels within organisations and across industries. From the people who represent your all important moment of truth with customers, through to senior executives and leaders driving the organisation.

OUR SOLUTIONS

CARM® Thinking offers our clients access to an outstanding body of intellectual property and expertise, which is supported by sound research and many thousands of hours of development.

Our solutions include:

- > Professional Development Programs (Introductory through to advanced level programs)
- > Coaching and de-briefing sessions for leaders, executives and managers
- > Seminars for larger audiences
- > Consulting services – developing communication strategies and solutions.

Persuasive

Influence

INTELLIGENT COMMUNICATIONS – A COUNTER-INTUITIVE APPROACH

Internal/external challenges, conflicts or incidents can trigger defensive positions which can be counter-productive to the communications process. These situations tend to drive intuitive and instinctive processes that prepare you for a state of mind that is governed more by emotion & fear than logic & reason.

When our thinking is influenced by this state of mind, our efforts can become less effective, less productive...often at times leading to confusion, interruption, or an escalation or derailling of the process and progress – (counter-productive and less than optimal outcomes).

When we prime our thinking & thoughts to counter these intuitive reactions, we open the pathway to more effective dialogue and persuasive communication.

Through new strategies and techniques we can develop and promote changed patterns of thinking and behaving.

By changing the way we 'see' things internally and 'respond' externally we can open the way forward for more successful and productive outcomes – (emotionally intelligent, respectful and persuasively driven outcomes).

CARM® PEOPLE

"We are what we repeatedly do. Excellence, therefore, is not an act, but a habit." Aristotle



The people at CARM® are highly qualified and skilled professionals with many years of experience as professional coaches, facilitators and consultants from a range of diverse professional backgrounds. We are a passionate team, committed to providing the very best service and supporting and helping others in a focused way.

Our counter-intuitive approach to intelligent communications recognises the interplay between

human behaviour, emotions and mindset. It guides individual dialogue within interactions through maintaining a focus on outcomes. This valuable framework helps to improve an organisations communications culture.

Our team has established a deserved reputation for excellence, as well as for leadership and innovation in the provision of our consulting and coaching services.

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