



Third Level

Transforming teams, inspiring results.



Executive coaching



Facilitation



Cultural transformation

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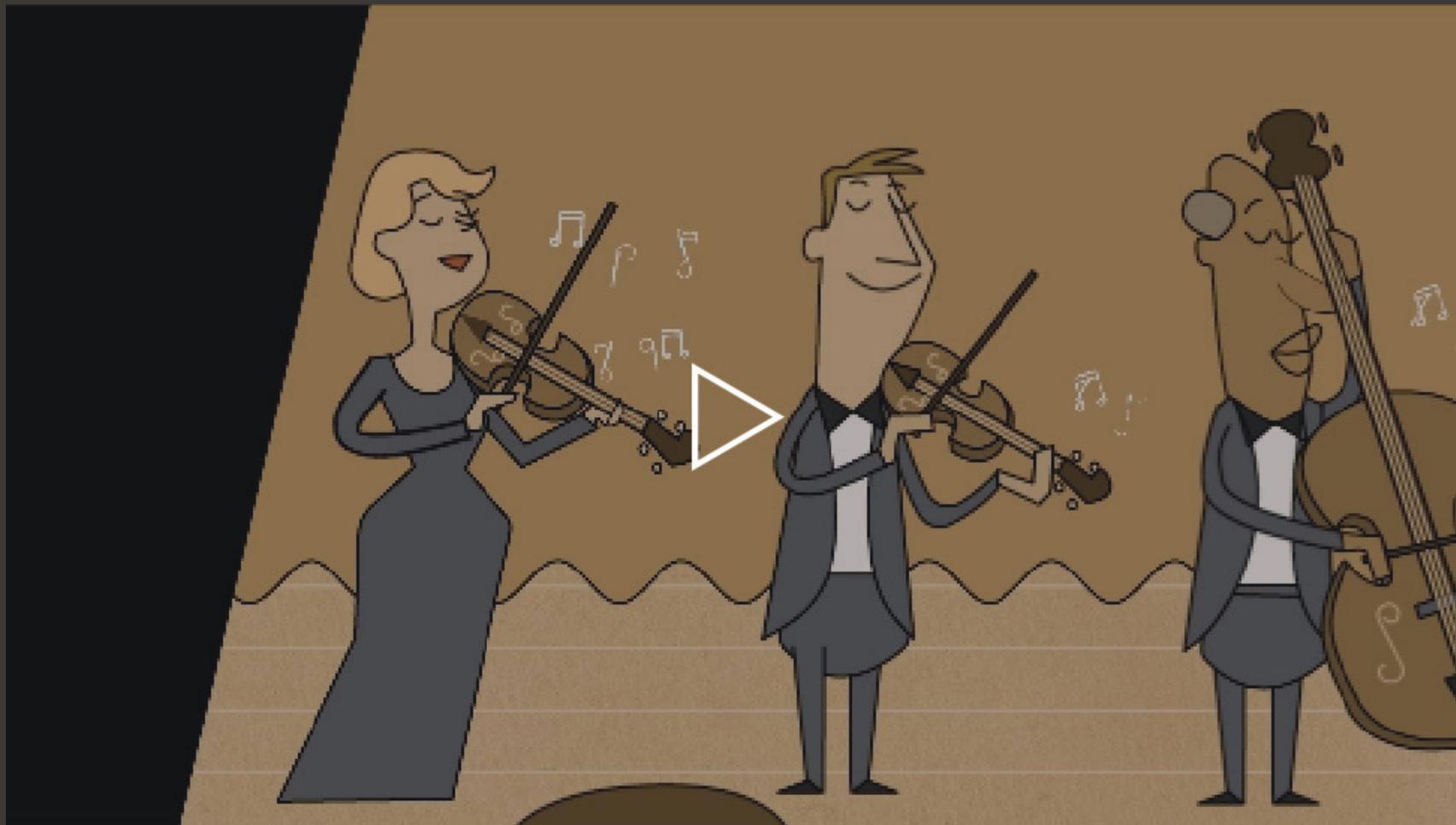
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VIDEO

Video



INTRODUCTION: WHAT WE DO

Taking Teams from Toxic to Tonic

Imagine stunning business results

Delivered through teams with clearly aligned purpose

Built on deep and abiding trust

The best companies know Emotional Intelligence (EQ) increases performance, leadership and productivity...

The research shows:

PepsiCo's pilot EQ programme delivered **\$3.75m pa in added value**, 1000% ROI, and generated 10% more productivity.

People will **pay a premium to do business with those they like & trust** – even if the quality is less.

AT&T found that **EQ resulted in 20% higher productivity** on average, across different populations.

And many still struggle to bring EQ to life.

Third Level brings Increased Profits

I've engaged ThirdLevel with multiple teams over 12 years and we continue to generate exceptional business results. I see the program as my gift for all those who I've worked with and led. Without exception they feel much better about themselves and the world they live in – delivering more through improving satisfaction and engagement as leaders and teams. I am a better leader, husband and father as a result of the work I do with ThirdLevel.



**Nick Williams MD,
Consumer Digital,
Lloyds Banking Group,
London, England**

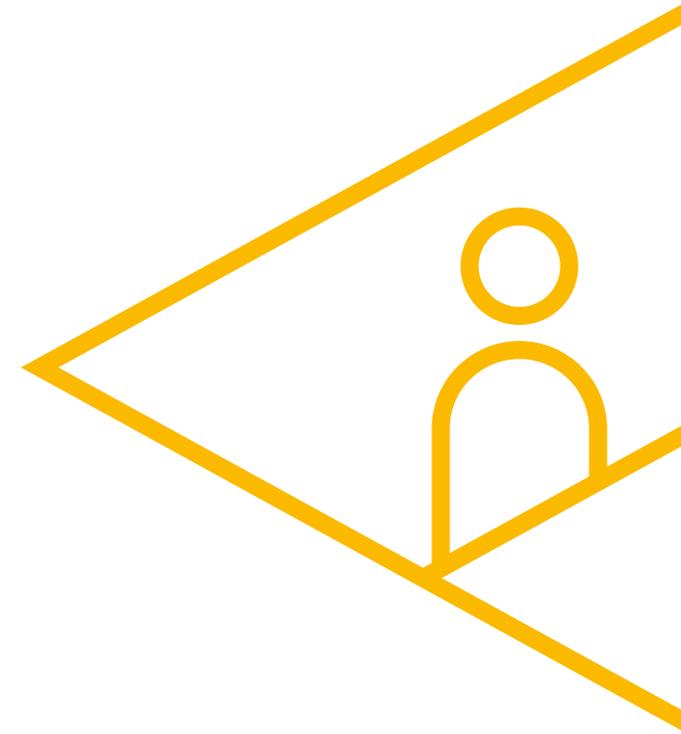
We know how to make it happen

And our clients agree – read their stories...

Third Level brings TEAM HARMONY

Third Level's work has delivered outstanding measurable and sustainable benefits. An improvement in personal and team performance that can be linked to improved quality, margin and sales outcomes. The EQ tools and techniques have been instrumental in enabling me to more effectively manage a complex international assignment... helped me build a cohesive team cutting across countries, cultures, languages and management styles. The team training sessions are lively, fun and challenging. The sense of shared learning has both improved individual performance and also created a real positive team dynamic.

Graham Jackson,
Partner, PwC, London



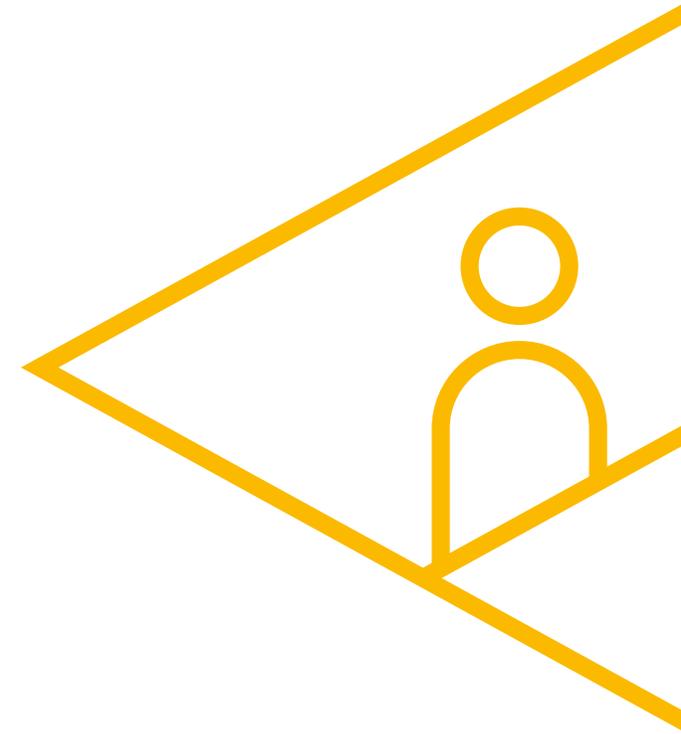
We know how to make it happen

And our clients agree – read their stories...

Third Level brings RESULTS

The Third Level team has repeatedly shown an innate talent to quickly capture the attention and build trust with the people in my businesses – particularly those in leadership positions. Once this happens, truths become unlocked and problems become solved. They deliver in an entertaining and engaging fashion that produces creative team work and bottom line profits.

Gary Press, Owner and CEO,
Lifestyle Management Publishing Group,
Fort Lauderdale, FL

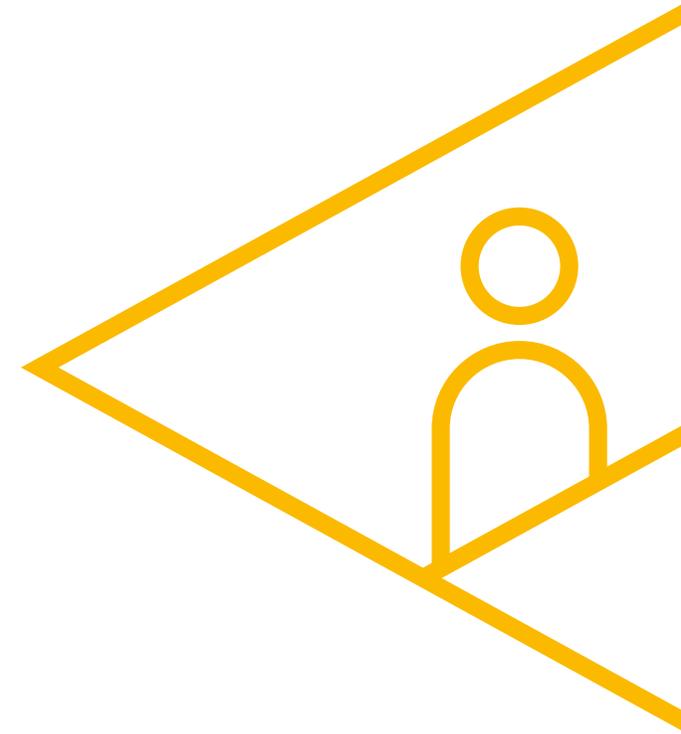


We know how to make it happen **And our clients agree – read their stories...**

Third Level brings TEAM TRANSFORMATION

I have been working in the HR environment at a senior level for many years and have been involved in a wide range of leadership programs. I can honestly say that the Third Level Inspirational Leadership Program is the first in which I have experienced significant benefits for myself and also seen tangible positive changes in co-participants. Utilising the skills learned has significantly improved performance by enabling the team to work together more constructively on resolving difficult problems, tackling challenges that previously would have got in the way of us making decisions and establishing strong working relationships as individuals.

Pauline Sheppard, Chair and Chief Executive,
Independent Health and Care Providers (IHCP)
Belfast, Ireland



Who we are and what we do



Who We Are

Highly experienced and skilled coaches/facilitators with the courage and desire to make a difference in the world. We transform individuals and teams, helping them achieve outstanding business results.



Why We Do It

It's simple: to make a positive impact on organisations and communities – so that they can work passionately well, together.



What We Do

We galvanise teams. Up, Down and Across organisations, enabling them to function at the highest level on a continuous, sustainable basis.

“You can have a team of stars and that might not get you to your destination. A star team understands that it's not just how well we work, it's how well we work together.”



How We Do It

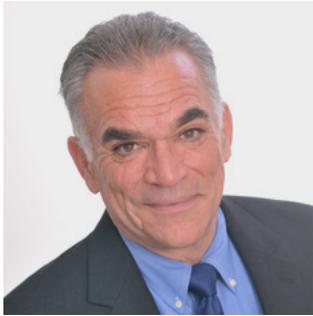
We get up close and personal. This is about deeply applied emotional intelligence. We work with you personally and as teams.

You will get the truth on the table because trust, values and behaviours depend upon it. We stay close with 1:1 coaching and creating team experiences. We support you to manage the egos so together you can accomplish more. Your team and business will move from where you are to where you dream to be.

TEAM BIOGRAPHIES

Stephen E. Garber

Founder and CEO



Selection of Industry Segments and Clients

- Digital Transformation
- Financial Services
- Real Estate
- Construction
- Health Care
- Consultancy
- Utilities
- Accountancy
- Hospitality
- Publishing

Executive Coaching, Leadership Development, and...

- Developer of the Third Level approach to outstanding teams
- Applied Emotional Intelligence
- Change management
- Company culture
- Relationship facilitation
- Replacing conflict with effective communication
- Author of numerous motivation articles in UK and USA
- Featured expert on television talk shows in CBS, NBC and Fox

Tony Awcock

Coach and Facilitator



Selection of Industry Segments and Clients

- Pharmaceutical
- Biotechnology
- Healthcare
- Financial including retail banking, leasing, investment banking, personal financial services
- Multinational conglomerate experience with aviation industry, electrical appliances, power and industrial systems, IT etc
- Building materials sector with specific focus on cement and aggregates production

Executive Coaching, Leadership Development, and...

- International HR experience with global companies: organisation development, talent management, and learning & development
- Responsibility for global HR processes; top leader identification, assessment and development
- Executive Committee and Board Level interaction on talent management, succession planning and decision making
- Large scale change initiatives including consulting and facilitation support, sometimes involving key customers
- Former faculty member of Roffey Park Management Centre, UK and Management Centre Europe, Brussels

Jane Woodhead

Coach and Facilitator



Selection of Industry Segments and Clients

- Retail
- Manufacturing
- Professional services
- Transport & logistics
- Financial services
- Leisure
- Fashion design
- Construction
- Energy.
- Healthcare
- Pharmaceuticals
- Education
- IT
- Social housing
- Civil Service
- Various Qangos and charities

Executive Coaching, Leadership Development, and...

- HR & people consultancy, e.g. assessment of people, structure redesign, downsizing, post M&A integration, pre IPO preparation, design of competencies, recruitment processes, interviewing
- Change programmes including culture change and implementation of new structures & processes
- Setting up shared service centres
- Management and leadership development on various topics
- One to one & team coaching
- Material design
- Senior & top team facilitation

Gary Palmer

Coach and Facilitator



Selection of Industry Segments and Clients

- Banking, Finance and Investment.
- IT and Telecomms.
- Professional Services
- Insurance
- Media and Publishing.
- Pharmaceutical and Health
- Consulting and Academia.
- Energy.
- Entertainment.
- Aerospace.
- 3rd Sector. Start-ups – 1st and 2nd round funding and disposal.

Executive Coaching, Leadership Development, and...

- Executive Coaching – Specialities
 - Transition from functional head to board director
 - Readiness for the Board
 - Recruitment development and retention.
 - Career Planning and Navigation
 - Driving sales and operational performance
- Board and senior Team Facilitation – Formation, transition, collective growth, effectiveness – from dysfunctional to optimal, change readiness, recovery
- Forum facilitation – common interests, co-development, suppliers, customers, partners, communication – change – development events

Mandi Robertson

Coach and Facilitator



Selection of Industry Segments and Clients

- Retail
- Telecomms
- Sport / Leisure
- Media
- Healthcare
- Housing
- Restaurants
- Banking
- Construction
- IT
- Manufacturing

Executive Coaching, Leadership Development, and...

- Team facilitation
- Management development
- Influence skills
- Managing change
- Talent thinking
- Personal development
- Learning and Development design – programme, workshop, integrated interventions and supporting materials Programme and Workshop design
- High potential and talent development

Rachael Ross

Coach and Facilitator



Selection of Industry Segments and Clients

- Energy
- Legal Services (City solicitors and barristers' chambers)
- Professional Services
- Housing
- Manufacturing and Logistics
- Aerospace
- Telecomms
- Retail and Hospitality
- Financial Services
- Higher Education and Academia
- Third sector

Executive Coaching, Leadership Development, and...

- External Board evaluation and effectiveness
- Team coaching and Team effectiveness
- Workshops on EQ (emotional intelligence) and CQ (cross cultural intelligence)
- Executive and Leadership coaching on EQ and CQ
- Workshops and coaching on personal presence and resilience
- Workshops and coaching on vision, values and working culture
- Consultancy and research re culture change, diversity and inclusion

Ian Sellick

Coach and Facilitator



Selection of Industry Segments and Clients

- Retail
- Telecomms
- Sport / Leisure
- Media
- Healthcare
- Housing
- Restaurants
- Banking
- Construction
- IT
- Manufacturing

Executive Coaching, Leadership Development, and...

- Developing High Potentials
- Individual Leadership and Team Coaching.
- On-Boarding of New Executives
- Presentation and Communication Skills
- Stakeholder Management and Influencing Skills
- Strategic Planning and Strategy Execution
- Strategic Account and Global Account Planning and Development
- Change Management

PROGRAMMES

Immediate Impact and Influence: How to Fascinate and Engage Inside *and* Impact Beyond Your Organisation

From £1495*

This 2 hour workshop will provide immediate impact and influence individually – and for your team.

- Discover how the world sees you by taking the How to Fascinate Assessment – that will astound you with accuracy, speed, and insight.
- Learn what your brand of personality says to others about you, and easily understand how your own personality adds value to how you communicate.
- Uncover your team's brand and how you can influence inside and beyond your organisation.
- Master how to make a better first impression using your most influential traits.
- Practice how to use your unique qualities to communicate better with others – colleagues, prospects, or family members.



Outstanding Teams, Great Results: Deepening Trust Transforms Teams *and* Delivers a Better Bottom Line

From £2495*

This 3 hour workshop will take your team to the next level of success through an analysis of how communication can be improved to create trust, accountability, and healthy confrontation.

- Discover what may be holding your team back from its greatest success.
- Learn the simple changes in how you communicate with one another that will create better working relationships, enhance productivity, and even make you and your colleagues happier.
- Recognise that trust is a feeling – deepened by caring
- Realise the benefits that trust has on your team, your clients, and your own personal life.
- Begin to see trust as the foundation for a significantly higher performing team.
- Commit to deep/subtle/weighty changes in you and your team's behaviours.



The path to true innovation: Communicate, Cooperate, Collaborate

From £4950*

This 6 hour workshop will launch your team on the journey to superstars. Learn first-hand the incredible value of collaborating better together.

- Gain understanding of the individual and team behaviours that may be limiting engagement and success, and then navigating the intricate path toward unity.
- Learn how the team members see themselves and each other, which will allow each individual to begin the process of choosing behaviours, reactions, and communication.
- Recognise that trust is a feeling – deepened by caring
- Realise the benefits that trust has on your team, your clients, and your own personal life.
- Begin to see trust as the foundation for a significantly higher performing team.
- Discover the teams' perception of itself – how it behaves and performs as a team



Apply Emotional Intelligence *to:* Create Greater Success, Together

From £8945*

A team of stars or a star team? Propel your team into the stars with this one-day workshop, where they will learn first-hand how to create a superior team:

- Understand why collaboration is so important
- Discover how the team's and individual behaviours cause roadblocks
- Figure out how to change behaviours for better success
- Learn how teammates see themselves and their colleagues, allowing individuals to begin the process of changing behaviours, reactions, and communication.
- Begin to understand what Hot Buttons™ affect you and your teammates, how to prevent them from disrupting collaboration, and how to avoid pushing others' buttons through purposeful communication.
- A pre-workshop survey and assessment, plus a 1-1 one 1.5 hour interview coaching session must be completed one week prior to the scheduled workshop.



EQ WHITE PAPER

Emotional Intelligence:

How does it impact team dynamics and performance?

The link between applied emotional intelligence and high performing teams - Research Article for Third Level uk.thirdlevel.com/

When it comes to understanding what really affects a business' bottom line, one important aspect is often overlooked - the team. That's right, the people who put the plan into action, execute the strategy and take a vision to its realistic completion.

There is a common quote about 'team work making the dream work' and while it may sound clichéd, there is a whole lot of truth in this statement.

If you research and look for the most successful teams in business history, you will come across

companies like Google, Ford and Walt Disney. All of these teams forged strong bonds. So, to what extent do relationships and communication between team members play a role in success or failure? Collectively, these interactions are highly influenced by each team member's emotional intelligence, a concept that has a powerful impact on various aspects of our lives.

“Decades of research now point to emotional intelligence as the critical factor that sets star performers apart from the rest of the pack.”
Travis Bradberry, author of Emotional Intelligence.

Furthermore, he explains “Emotional intelligence is the “something” in each of us that is a bit intangible. It affects how we manage behaviour, navigate social complexities, and make personal decisions that achieve positive results.”

But how does Emotional Intelligence affect team performance at work?

Conflict Resolution - The role of Emotional Intelligence

In any organisation, conflict is inevitable. When you put a group of diverse people together, each with their own set of values, goals and temperaments, it becomes hard to avoid a situation where people will disagree. Team members need to learn to manage their reactions and interactions with each other to create a more productive team dynamic. A higher emotional intelligence can help each person achieve this.

To put it simply, emotional intelligence describes a person's capacity to understand their own emotions and identify them as they surface, through self-awareness and self-regulation.

Emotional intelligence is also determined by the ability to empathise with others, and understand how their current emotional state could impact their behaviours. In group situations, there are likely to be stressful situations that trigger strong emotional reactions – the question is, how can groups maintain harmony and improve performance? In times of conflict, an emotional reaction can quickly escalate and take control of the situation. The key is to use an increased sense of self-awareness, regulation and empathy, when dealing with others. The ability to tap into your emotional intelligence and apply it successfully can transform team dynamics and largely improve the way a team performs.

According to research by authors Peter J. Jordan and Ashlea C. Troth, individuals with high emotional intelligence prefer to seek collaborative solutions when confronted with conflict.

How does Emotional Intelligence impact team management?

You don't necessarily need research to conclude that people who understand and regulate their own and others' emotions make effective leaders. However, [research](#) does confirm this and suggests that these leaders are better able to deal with stressful situations, overcome conflict and motivate and inspire others to work towards team goals.

According to this [Forbes article](#), the key attributes to consider when assessing the importance of emotional intelligence in leadership include – self-assessment, empathy and compassion, emotional restraint, relationship building and effective communication.

Unfortunately, several teams are led by managers who lack these basic elements of emotional

intelligence and therefore lead their teams into chaos and conflict. The importance of emotional intelligence in the workplace cannot be emphasised enough, not only because of its impact on day-to-day functioning, but overall success in terms of ROI and the bottom line.

This [Huffington Post article](#) reports “Pepsi found that executives with high EQs generated 10% more productivity, had 87% less turnover, brought \$3.75M more value to the company, and increased ROI by 1000%. L’Oreal found that salespeople with a high EQ sold \$2.5M more than others. And when Sheraton decided to incorporate an EQ initiative, their market share grew by 24%.”

Leaders with high emotional intelligence are able to grasp the emotional reality of their teams and successfully steer them into a more productive and happy work atmosphere.

Create and maintain team enthusiasm

We've all been in situations at work where morale is low and conditions create a cycle of negativity among group members. Perhaps the best way to build collective enthusiasm and keep a team inspired is to create a positive environment that fosters a can-do attitude.

Many teams use popular methods like team-building outings or exercises to maintain morale and encourage a positive outlook. It's important to remember that these activities are futile without fostering certain group norms – an optimistic focus, with positive interpretations and interactions over negative ones. Teams and their leaders need to recognise that they can improve the team's overall attitude and, in effect, regulate group-level emotion, if they effectively apply these elements of emotional intelligence.

Emotionally Intelligent feedback...

Emotional Intelligence plays a crucial role in the way people process feedback – consider this example from the [Harvard Business Review](#):

When a manager says: "If I can understand it, anyone can."

What the team hears: "You're not smart enough to get this."

The article rightly points out that irrespective of what your message is, take some time to reflect on how your words and tone might impact others and whether that's how you really want them to feel.

Here's another example [from Inc. magazine](#):

Manager – "Jenny, I wanted to speak to you about your presentation. How did you feel about it? Did you find anything especially challenging?"

Here the manager is trying to listen to what the other person thinks and feels. This interactive exchange immediately makes a person feel assured and more confident, leaving little room for disappointment or discouragement. Employees who feel heard and respected are much more likely to perform better and contribute more whole-heartedly than those whose opinions and thoughts are disregarded.

A team can have everything going for it – the brightest and most qualified people, access to resources, a clear mission – but still fail because it lacks group emotional intelligence.

[The Harvard Business Review](#)



THIS TAKES COURAGE - YOURS AND OURS
We're up for the challenge - are you?