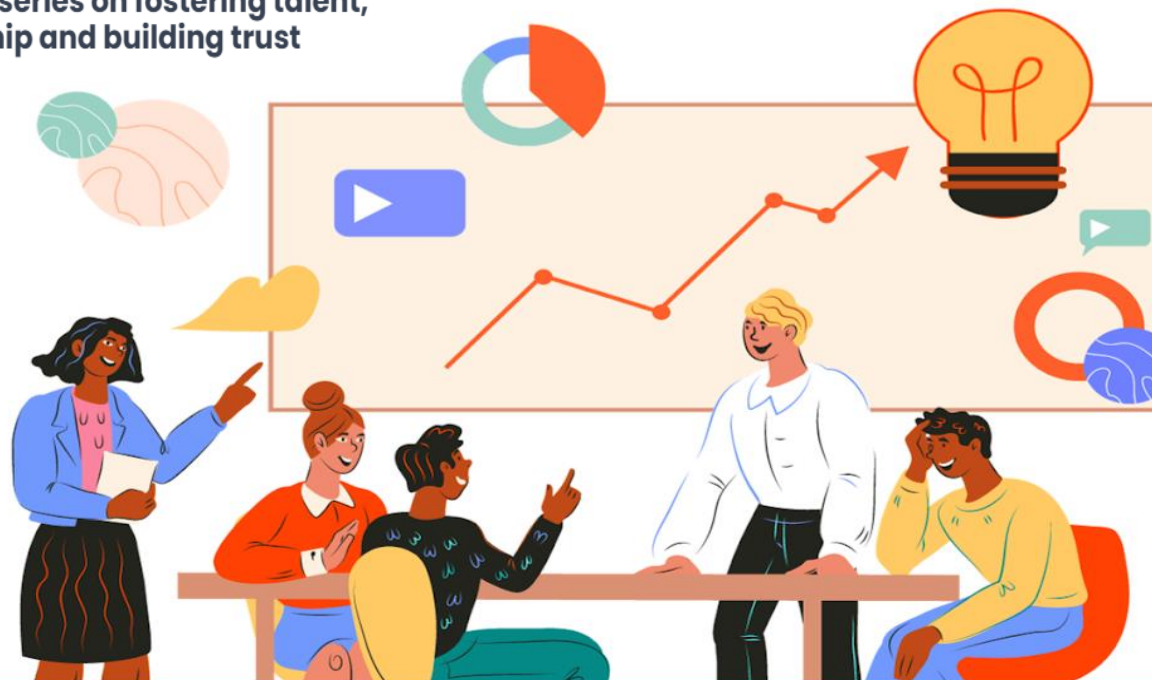


# LET'S TALK TALENT

A 4-part webinar series on fostering talent,  
inspiring leadership and building trust



## Let's Talk: **Mattering**

*Your suggestions for making people feel  
they matter.*

## About Genos

We help professionals improve emotional intelligence to enhance their impact, influence, and resilience.



Our programs use highly practical and scientifically proven methods, executed by facilitators who are both skilled teachers and experienced professionals.

People who have been through our programs feel better at work, facilitate productive environments, and make others feel more valued, cared for and respected. Our vision is to enhance personal and interpersonal skills at work and in doing so, help organisations optimise their performance.

## Become a Genos Certified EI Practitioner



If you are interested in becoming a **Genos Certified EI Practitioner**, scan the QR code above for further information or email the team at [eu@genosinternational.com](mailto:eu@genosinternational.com).

Start 2024 with a brand-new credential. Choose how you learn with self-paced and live certification course options available.

### **\*Exclusive Let's Talk: Discount Code**

Quote **"MATTERING"** at registration or in your communications with us to receive a special discount.

The following suggestions for making people feel they matter were submitted by participants of the **Let's Talk Talent** webinar series.

- Remember to not plan my response whilst I'm listening to somebody.
- Sending 'thank you' cards regularly to my partner.
- Eye contact and paying attention to their language.
- Saying thank you for a job well done.
- Saying "I thought of you the other day".
- Noticing and responding (sooner to noticing the better).
- Putting away your ego.
- Saying thank you for their support.
- Thanking people for feedback instead of reacting.
- Being effusive in my thanks when someone helps me.
- "I say thanks, for ..."
- Recognising when people are trying to make a point and inviting them in.
- Actively look to notice when someone is doing something well and make a point of telling them promptly in front of others.
- Expressing gratitude with eye contact and clearly communicating something specific that that person did.
- Really listening after asking "How are you doing?"
- Asking for feedback and suggestions.
- Quoting something they said and thanking them for that insight.
- When someone is interrupted, making a point to go back and asking them to complete what they were trying to say.

- Using people's names during conversations with them.
- Eye contact, full attention and recognition and no phone while you are doing that.
- Tell the noted persons why they matter.
- Miss people when they're gone.
- Saying "If it wasn't for you..."
- Reflect on the importance of mattering.





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