



## Overview

Lumina Spark provides highly interactive and fun experiences in which learners explore who they are using an individualised psychometric profile tool called a Lumina Portrait. It provides a colourful framework for better self understanding and helps people identify how to improve their working relationships with others. By applying Lumina Spark, learners can unlock many business benefits.

The foundational Spark resources can be designed into different types of learner experiences such as short presentations, a broad range of training courses, inspirational coaching sessions or an in-depth group facilitation process.

Specifically, Lumina Spark will help your people become more influential with internal and external customers, it will give them a practical tool to produce results through the people around them.

## A Client Perspective

Your Lumina Affiliate will be your guide to the Lumina Spark suite of models, psychometrics, e-learning and other resources, which can create powerful breakthrough learning experiences.

This is exactly what a multi-national travel client did when they needed to improve employee engagement and put the passion back into customer service. A two day Lumina Spark programme was run cross departmentally and the Commercial Director said:

This is the most practical and inspirational method for raising our staff's self awareness and improving communication that I have ever experienced.

Another client in the banking industry commented

Having experienced a Lumina Spark workshop I have become more and more effective in my ability to run projects and handle the people side of things. My teams are experiencing less conflict and I feel great gratitude to the facilitators that helped me learn and grow in such a powerful way.

## Questions Lumina Spark Addresses

How can I raise everybody's self awareness and improve the quality of working relationships?

What can I do to maximise the engagement of our people?

How can I fire people up to embrace their personal and professional development?

How can I ensure everyone is skilled at reading others and then adapts to meet their communication needs?

# Lumina Spark

## How it Works

### Your Lumina Mandala

The highly memorable four colour energies, underpinned by a further eight dimensions are symbolically displayed in the Lumina Portrait on a mandala.



Lao Tzu stated 'He who knows others is wise. He who knows himself is enlightened' and it is upon this premise that Lumina Spark interventions are based. We know that everybody is unique and adopts their own individual style in communicating with others. No two people have the same wants, desires or expectations. For this reason attaining a greater level of self awareness is an integral part of Lumina Spark.

## Customising Lumina Spark

Q. How can I ensure all training resources and psychometrics use our organisation's language?

Q. We have already invested heavily in key learning models - how can Lumina Spark weave these concepts into the fabric of the learning?

Q. I would like to be able to apply our own branding and imagery to the Lumina Spark resources - is this possible?

We always start by consulting with you to understand your unique organisational needs. From an informed base, we then collaborate with you to design the most effective Lumina Spark experience for you - typically supported by an analysis of training needs, quantification of key performance measures and the explicit linking of learning designs to business objectives.

## My Lumina Online

Q. Would you like a cost effective way of ensuring workshop and coaching interventions result in practical action and measurable improvements?

Q. Could highly innovative e-learning bring the magic of Lumina Spark workshops to your desktop?

Everybody gets a login for their own 'My Lumina Online' account which contains their Lumina Spark Portrait and other fascinating resources designed to encourage learners to apply what they have learned. A learner can record and track their goals and commitments made during a Lumina Spark experience in 'My Lumina Online'. It also provides the organisation with data to measure the return on investment of these learning interventions.



## Lumina Portrait Short Questionnaire

It takes between 10 and 15 minutes to complete and enables learners to receive their highly personalised Lumina Portrait which accurately describes their persona. It helps them explore their own unique gifts and provides them with a practical method for 'reading' other people. When we know ourselves and we have the skills to appreciate others, we can then begin to adapt our behaviours to the situation and significantly improve our relationships and teamwork.

Lumina Spark's simple and memorable colour language gives everybody a common foundation for talking about behaviour. This approach raises self-awareness. Using this new knowledge, individuals can develop their interpersonal skills which contribute to a positive and dynamic organisational culture. When this builds a critical mass, magical things can happen to team dynamics and leadership style across the whole organisation.

We pride ourselves on the fact that every Lumina Portrait is unique to the individual. It describes how an individual's preferences for using the four colour energies impacts their behaviour and performance at work. In addition to highlighting the strengths to build on, it also shines the light of awareness on potential blind spots. All Lumina Spark interventions end with a powerful action planning process to ensure positive commitments are tracked using 'My Lumina Online'. We believe that on-going support is crucial in sustaining continuous change.

For clients who have invested in other Jungian approaches, Lumina Spark is available through a Jungian lens. When Lumina Spark is integrated into existing programmes in this way, clients report that the practical application of the core Jungian messages is significantly enhanced.

## Typical Lumina Spark Agenda

- Understanding your own persona at work
- Building awareness of others qualities
- Overcoming differences with others
- How to adapt to connect better with others
- Transform relationships
- Action Planning using GROWS model





## The Lumina Community

The Lumina community of affiliates are experts in their field. Joining this community will provide you with the support needed to design and deliver stunning, customised interventions, using the world class four colour Lumina Portraits and an environment where core knowledge is accessible at a click of a button. This is a very flexible method of designing large scale themed learning interventions for your clients.

### Qualification Overview

As an affiliate the Lumina qualification puts the full range of Lumina's inspiration and practical resources into your hands. This includes a portfolio of integrated Lumina Portraits for different application areas, supported by workbooks, job aids, PowerPoint presentations and e-learning as a resource. Together, they collectively form Lumina's carefully distilled knowledge of industry best practice. Combining this best practice with your knowledge of your clients unique requirements, results in inspirational designs executed with competence and passion.

Lumina normally runs the qualification as a three day intervention with ample opportunity for practical experience, so that at the end of the last day the affiliate is 'airborne' and ready to put their new found resources into action.

### Qualification Questions

Q. Do you want to become a Lumina affiliate - qualified in state of the art learning and assessment resources?

Q. What if you were licensed to design and deliver Lumina programmes, using the full range of Portraits, PPTs, workbooks and electronic resources?

Q. How can I profitably roll out Lumina programmes across my client organisation?

### Qualification Agenda

- This highly interactive day will provide you with an inspirational experience, using your Lumina Portrait in a workshop format. You will experience 'best practice' in facilitating/coaching, with highly effective and proven processes. This will help you generate ideas for how the concepts can be practically applied in your client accounts.
- We will provide more detail on the background of the model, to enable you to have complete confidence, so that you understand it and can handle any learner's difficult questions. The links between Jungian psychology and the 'big five' will be discussed in addition to the latest thinking in business psychology. During the day you will have the chance to practice your own Lumina Portrait feedback skills.
- The last day involves more practical experience of either facilitating or coaching with the model. We will examine how the model can be used in differing contexts and generate quite different outcomes. Finally, ethical issues will be highlighted and the follow on qualification processes planned.

### Qualification Objectives

At the end of the 3 days all affiliates will:

Be confident and competent to facilitate and coach using the LUMINA spark portrait range with supporting resources.

Understand the theoretical background, development method, and validity of all LUMINA portraits.

Know how to personalise and use 'My Lumina Online' so it reflects your philosophical and branding needs.

Be orientated and be aware of all Portraits and resources from Lumina Leader, Lumina Sales, Lumina Talent, Lumina Culture and Lumina Team.

Experience significant personal and professional development in a safe environment.

Leave with a personalised action plan, detailing how you will utilise the Lumina resources in your business practice over the next 12 months.



## Why is culture so important?

If the persona of an organization can be seen as values, norms, and behaviours, this combined is the culture which ultimately will drive performance. The factors which create a culture are extremely wide ranging and the people best placed to observe it are the individual's within it.

## What is Lumina Culture

- This provides clients with a 'big picture' view of how their organisations culturally function
- Creates the opportunity to step back and reflect on the work environment and ethos
- Helps those who feel like they don't fit in - learn how to
- Uncover an organisations true culture, especially over time
- This product is, in essence, a vehicle for discussion, improvement and change

## How can I, as an individual effect change within my organisation's culture?

- Any individual can create change in the work environment around them.
- Lumina Culture will show you strategies to do this and tools to effect this change.
- The Lumina culture platform has an online support system to provide large scale feedback and coaching to participants when it wouldn't be practical to do face to face with such a large group. This includes long term goals, feed back tools and supported to completion or revolution.
- Lumina Culture demonstrates the impact of an individual in potential, and one individual can spark change, lead a revolution, light a fire beneath the feet of an organisation that is standing still

## How does knowing about culture help?

Organisational culture is a subtle yet all-encompassing part of work life and issues can be hard to identify when you only have a single perspective.

Once you see the views of your colleagues brought together, you will be able to see your organisation's culture from a comprehensive viewpoint. This is reinforced through the Lumina Culture course, proving everyone is an integral part of an organisation's culture.

## How is this a unique Lumina product?

Lumina Culture is much bigger in scope and concept than the other Lumina Learning products. It is the only one that is focussed on looking at an organisational level as well as individual level. No other Lumina Learning product places such an emphasis on the big picture.





## What is Lumina Sales?

If the persona of an organization can be seen as values, norms, and behaviours, this combined is the culture which ultimately will drive performance. The factors which create a culture are extremely wide ranging and the people best placed to observe it are the individual's within it.

## What does Lumina Sales deliver?

- Improve understanding between you and your clients
- Methods to build rapport and co create results with your partners and clients
- Improve negotiation skills
- Better quality sales and relationships with clients
- Faster sales cycle
- Reducing leakage of the precious sales commodity - time
- Greater market share

### Who would use Lumina Sales?

Whether your a front line sales manager with the tenacity of a terrier or a Sales Director with a sales force that goes into the thousands, Lumina Sales will have applications you can learn, and use for life. For example someone who is doing new business will be looking for ways in which they could create a rapport quickly and understand their client's needs. If you are in Sales Management then you will be better equipped to motivate your staff to work towards a common vision. You will also be able to make the best use of the wide array of talents which your sales team possess. You can take their different approaches and show them how to collaborate - Lumina Sales will show you how.

### Why would other people benefit from Lumina Sales?

They say anyone can sell something for free, but how do you make sure you negotiate the best price that is fair to all parties. The ability to negotiate and understand what are the real drivers for a client or client organisation are highly valued. Being able to get return business and more of it is more than lots of arm waving, but rather a deeper understanding of your customers needs and wants. Lumina Sales will put you into this mental framework.

### Why would other people benefit from Lumina Sales?

- By improving your ability to 'speed read' people you will be better prepared to suit your communications, presentations, pitches and proposals to the client's requirements.
- Lumina Sales is a dedicated sales model combined with psychological insights and demonstrates how you can have a unified approach to sales.
- Sales people will know they will have support from their managers for the diversity of their personal approaches to sales processes.
- Sales managers will know that they will be able to motivate their sales people and keep them focussed.

### How is this different to other products in the market?

- Unlike other sales dedicated products on the market Lumina Sales illustrates the value of every person to the sales world.
- Certain sales models encourage their users to manipulate and influence their clients to come around to their way of thinking through subtle suggestion and misinformation.
- Lumina Sales encourages its learners to build relationships with their clients to encourage trust and development opportunities through future projects and shows you how through practical workshops. We know the long term is the only one that counts.
- Brands live and die by every point of engagement, which sales plays a pivotal role.



# Lumina Team



## What is Lumina Team?

Every individual within a team has an identity yet the group, as a whole, often takes on certain personality of its own. Lumina Team investigates the team's perspective on itself as individuals within a team structure, what character they believe their team possesses and how other people view their team - developing greater team awareness and understanding. (Maybe show a Team Profile if available)

## Understand what kind of team you are part of.

The Lumina Team profile (image of team Mandala) shows exactly who are in your team and what highest personality traits are the team profile. In a snapshot you can see the distribution of personality types.

## How can I ensure that I communicate effectively within my team?

Lumina Team offers its learners the opportunity to practice ways of communicating within several different types of teams. Lumina Team will offer you insights into alternative ways to get your message across so that it will be better received by the group and ultimately result in a change of behaviour.

## How can I encourage team harmony and group development?

By really understanding your team, their personalities and motivations and preferred communication styles will unlock chronic team dysfunction.

## Learn what to do when a team is not performing

Understanding deeper values can determine why a team is not acting as a single organism to a shared goal. Communication adds another layer of complexity. Lumina Team uncovers these critical aspects.

## How do I positively influence a team

Knowing yourself and your team, determines the range of interventions you choose to use. Lumina Team will help steer you in these decisions.

## What are the benefits of Lumina Team?

- Understand what kind of team you are part of
- Learn how to communicate effectively within a team
- Encourage team harmony and group development
- What to do when a team is not performing
- Learn how to positively influence a team

# Lumina Leader

## Overview



Many businesses today are experts in management and very good at responding to the 24/7 stock valuation culture. But what if the management of a team, a department or the whole organisation is expertly executed but is lacking in leadership? For the short term the effects are marginal, but over time the consequences unimaginable.

People can be leaders in title but not display the attributes of leadership, conversely there are those who don't have these titles, but do express these qualities. Lumina Leader equips you with tools to aid you in leading others by understanding about the people within your group. Everyone has their own unique leadership style but there will be times when you have to adjust that style to suit the situation and the group.



Lumina Leader was created to remedy the above by identifying a 12 month learning process for leaders. This process is designed with input from an organisation's CEO, management executive and discovery process:

- Pre and post skill evaluation
- Core curriculum workshop modules
- Action learning tied to key curriculum objectives
- Online Support and e-learning

Lumina Team offers its learners the opportunity to practice ways of communicating within several different types of teams. Lumina Team will offer you insights into alternative ways to get your message across so that it will be better received by the group and ultimately result in a change of behaviour.

## What will I learn?

Lumina Leader provides pragmatic approaches to a range of leadership issues including:

- New and unfamiliar experiences (change)
- Communication breakdowns
- Motivating others towards a shared vision
- Keeping attention focussed
- Co-ordinating and delegating successfully
- Resolving conflict
- Leading by example

## Keeping your emotions in check

Your personal feelings can help or hinder with your ability to provide effective leadership. Throughout your experience with Lumina Leader you will be given:

- Opportunities to explore your ability to cope with situations you may have struggled with in the past
- Ideas on how to adapt your leadership style
- Goals for the future and how you would like your leadership style to develop

- Lumina Leader is customised to suit your organisation's needs precisely.
- Lumina Learning utilises a bespoke model that allows us to incorporate our client's perspectives of leadership into our products.
- This helps to ensure that we not only keep within Lumina Learning's ethos of customer driven products, we also provide products that are 'in tune' with our client's philosophy.

# Lumina Talent

## Introducing Lumina Talent

Lumina Talent was created to serve a growing need for recruiters, Human Resources departments and candidates to facilitate better understanding of the qualities of the people they are recruiting. The benefits being:

- Improve company performance by employing the most suitable candidate
- Reduce costs such as recruitment and re-locations costs
- Free up management time to concentrate on organisational goals

## Who is Lumina Talent designed for?

- Talent is designed to increase awareness for both the recruiter and the candidate as they both can get a much better sense of the qualities needed for a particular role within the culture of an organisation.
- As a recruiter you can customise using tabular reports of quality scores. This means if you looking for a certain quality you can compare scores of all the applicants on that quality.
- When it comes to interviewing each candidate this allows recruiters to ask questions using real life scenarios and practical methods for overcoming any possible development areas.



## Who is Lumina Talent designed for?

We developed Lumina Talent not as a tool to screen candidates, but rather to identify traits within a person and the respective qualities they possess. With that in mind, we would never allow or structure Talent so that it could be used as an independent screening tool.



## How does this support the candidate?

The Lumina Talent Portrait will also assess possible areas that might affect the potential career path of a candidate. These are based on the 8 aspects and will give both the candidate and the recruiter vital information on where it is best to focus on developing each person individually.

## How is this a unique Lumina product?

All candidates will receive a complimentary cut down version of Lumina Spark. We will provide this to the candidate as part of our "ethical policy" on always ensuring anybody who fills in a questionnaire is given an opportunity for an explanation as well as access to use the "free" interactive e-learning explaining the colours and 8 aspects online. As well as looking at the 24 qualities examined in Spark, Talent will measure each candidate's Emotional Competence. Emotional competence can be described as ability or capacity to perceive, assess, and manage the emotions of one's self, and of others and can directly influence how a person reacts to stressful situations as well as interpersonal relations

**According to John Kotter of Harvard Business School: "Because of the furious pace of change in business today, difficult to manage relationships sabotage more business than anything else - it is not a question of strategy that gets us into trouble; it is a question of emotions."**