



The Emotional Culture Deck Specialist Practitioner Courses

Begin your journey to become an **ECD Certified Specialist Practitioner**



Delivered by Lotty Roberts





"People will forget what you said, people will forget what you did, but people will never forget how you made them feel"

– Maya Angelou

Unlock the full potential of your *Emotional Culture*

In every workplace, emotions play a powerful role in shaping how we feel, act, and perform. While many organisations focus on cognitive culture—what we think and how we behave—emotional culture is about how we feel (or don't feel) at work. It encompasses the shared emotional values, norms, and behaviours that influence which emotions are expressed and encouraged and which are suppressed or discouraged.

Why Does Emotional Culture Matter?

Emotional culture impacts everything from employee satisfaction and teamwork to performance and retention. Emotions boost (or impede) collaboration, innovation, and commitment, creating a thriving, engaged workforce. On the other hand, undesired emotions, such as fear, anger, or sadness, can lead to burnout, disengagement, and high turnover rates.

By understanding and actively managing emotional culture, leaders can foster an environment where people feel valued, supported, and motivated to do their best work. It's about creating a workplace where emotional well-being is just as important as physical well-being.



What is the *Emotional Culture Deck*

The Emotional Culture Deck (ECD) is a simple yet powerful tool designed to help leaders and teams discuss and shape the emotional culture of their workplace. Unlike traditional culture tools that focus solely on values and behaviours, the ECD uncovers the feelings and emotions that influence how people work and interact.

How Does It Work?

The ECD uses a series of cards representing different emotions to facilitate meaningful, face-to-face conversations about how employees are feeling or should be feeling to perform at their best. These conversations help uncover the emotional drivers of team dynamics, build empathy, and foster trust within teams. To see The Emotional Culture Deck in action, watch the introduction video and explore more on [The ECD homepage](#).

Who Uses The Emotional Culture Deck?

The ECD is trusted by some of the world's largest and most successful organisations, including Fortune 500 companies, non-profits, educational institutions, and government agencies. From tech giants to healthcare providers, leaders across various industries. Whether you're looking to build a more connected and empathetic team or navigate a period of organisational change, the ECD can help you unlock the potential of your people by focusing on the emotions that matter most.



THE Emotional Culture Deck

Specialist Practitioner Courses

Our ECD Specialist Courses are designed to empower leaders at every level to build stronger emotional cultures and enhance their leadership skills. Each course focuses on a different aspect of emotional culture, offering practical tools and strategies to address specific organisational needs. Whether you want to influence emotional culture, develop leadership capabilities, navigate change, or engage stakeholders more effectively, there's a course tailored to help you achieve your goals. Discover the right course for your organisation's unique challenges and aspirations.

Specialist Course Options Available

Emotional Leadership Development



- **Focus:** Train leaders to build & establish the emotions necessary for organisational and team success.
- **Approach:** Top-Down & Leader-Led
- **Benefits:** Develop stronger leadership skills, enhance emotional intelligence, and create a thriving workplace culture.

Emotional Change Strategy



- **Focus:** Help leaders recognise & shape the emotions needed to navigate organisational change effectively.
- **Approach:** Collaborative & Inclusive
- **Benefits:** Gain insights into managing emotions during change, fostering resilience, and maintaining employee engagement.

Specialist Courses Coming in 2025

Emotional Culture Crafting



- **Focus:** Equip leaders to manage & influence emotional culture by understanding how employees are feeling—or should be feeling—at work.
- **Approach:** Bottom-Up & Co-Creative
- **Benefits:** Learn how to co-create an emotional culture with your team, build engagement, satisfaction, teamwork, and improve workplace dynamics.

Emotional Stakeholder Engagement



- **Focus:** Train leaders to design & embed emotions into the experiences created for customers and stakeholders.
- **Approach:** Customer-Centric & Relational
- **Benefits:** Enhance customer relationships, improve stakeholder communication, and build a more empathetic organisation.

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Emotional Leadership Development *Course*



Duration: One Day, or Two Half Days, or 4 x 2-hour sessions

Delivery: In-person or Hybrid (Online + Live Learning)

This course is designed to enhance leadership development by equipping leaders with the tools to understand and manage emotional drivers and dynamics within themselves, their people and their teams. The course focuses on developing emotionally aware leaders who can effectively foster a positive workplace culture. Participants will engage in practical activities that promote self-awareness, team cohesion, and emotional intelligence, all grounded in The Emotional Culture Deck framework.

COURSE PARTS & TOOLS

Module	Tools	Activities
PART 1: Leading Self	<ul style="list-style-type: none">-Intention Setting Activity-Know Yourself Handbook-Difficult Conversations Handbook	<i>Reflect on personal leadership emotions. - Apply the Know Yourself Handbook to explore individual emotional drivers. - Practice handling difficult conversations using the ECD framework.</i>
PART 2: Leading People	<ul style="list-style-type: none">-ECD Leadership Handbook-Emotional Contagion Guide	<i>Identify and establish desired emotions for their teams. Understand and apply emotional contagion principles to positively influence team dynamics.</i>
PART 3: Leading Teams	<ul style="list-style-type: none">-ECD Weekly Retro Guide-Leadership Workshop Canvas	<i>Use the Leadership Workshop & Canvas to define team emotional culture and develop leadership behaviours that reinforce desired emotions.</i>
PART 4: Reflect & Review	<ul style="list-style-type: none">-Reflect & Review Canvas-Post-Course Challenges	<i>Use the Reflect & Review Canvas to consolidate learning and set future leadership goals.</i>

Delivered by

Emotional Change Strategy Course



Duration: One Day, or Two Half Days, or 4 x 2-hour sessions

Delivery: In-person or Hybrid (Online + Live Learning)

This course is essential for leaders looking to manage the emotional side of change within their organisations. The Emotional Change Strategy Course equips participants with the tools and knowledge to lead change with empathy, compassion, and emotional intelligence. The course is designed to be highly interactive and hands-on, allowing leaders to practice and apply what they learn in a tactile learning environment.

COURSE PARTS & TOOLS

Module	Tools	Activities
PART 1: Leading Self	-ECD Personal Change -Conversation Guide + -ECD Know Yourself Through Change Handbook	<i>Learn how to use these tools to reflect on past periods of change and create a personal plan for navigating current or upcoming changes.</i>
PART 2: Leading People	-ECD Change Leadership Canvas + Workshop	<i>Identify and establish desired emotions for their teams. Understand and apply emotional contagion principles to positively influence team dynamics.</i>
PART 3: Leading Teams	-ECD Exploring Team Canvas + Workshop -ECD Change Rituals Canvas	<i>Develop skills to facilitate team workshops focused on co-creating a culture through change. Learn to create and implement change rituals that bring people together, fostering a supportive and emotionally connected team environment.</i>
PART 4: Reflect & Review	-Course Reflection Questions -Post-Course Challenge Overview	<i>Reflect on the key learnings from the course and discuss how to apply these tools in real-life situations.</i>

Delivered by

Emotional Stakeholder Engagement *Course*



Duration: One Day, or Two Half Days, or 4 x 2-hour sessions

Delivery: In-person or Hybrid (Online + Live Learning)

This immersive course focuses on training leaders to design and embed emotions into the experiences created for customers and stakeholders. Learn how to use The Emotional Culture Deck to enhance stakeholder relationships, improve communication, and build a more empathetic organisation. This course provides tools and techniques to create emotionally engaging and meaningful interactions with stakeholders.

COURSE PARTS & TOOLS

Module	Tools	Activities
PART 1: Design Emotion-Led Stakeholder Relationships	-ECD Stakeholder Relationships Canvas	<i>Learn how to identify and define the desired emotions in stakeholder relationships and how to manage undesired emotions that may arise.</i>
PART 2: Connect Customer & Employee Experiences	-ECD Emotions Value Design Canvas -EX&CX Design Map	<i>Explore the interplay between employee and stakeholder experiences and design emotional values that align both for enhanced engagement and performance.</i>
PART 3: Build Human-Centred Partnerships	-ECD Partnerships Canvas + Handbook	<i>Develop strategies for fostering human-centred partnerships by identifying key emotions that drive effective collaboration and mutual success.</i>
PART 4: Reflect & Review	-ECD Quarterly Retro Conversation Guide	<i>Reflect on learnings and share insights gained from the course. Discuss how to apply these concepts to improve stakeholder engagement and partnerships.</i>

What course participants *gain*

When you sign up to one of these ECD Specialist Courses, you gain more than just knowledge—you receive a toolkit of valuable resources designed to support your growth and success both during and after the course:

On completing each workshop, each participant will receive the following:

- **CERTIFICATE OF PRACTICE:** Upon successfully completing the course, participants will receive a certificate that acknowledges their achievement. This certificate not only serves as a formal recognition of their commitment to learning and development but can also be used to showcase their newly acquired skills to colleagues, clients, and employers.
- **ECD SPECIALIST COURSE BADGE:** Participants will earn an ECD Specialist Course Badge, highlighting their new skills and status as an ECD Certified Practitioner. This badge is a symbol of expertise in applying The Emotional Culture Deck principles. It can be proudly displayed on professional profiles, such as LinkedIn, to enhance personal branding and credibility.
- **ONLINE TOOLKIT ACCESS:** Each participant will gain access to a comprehensive online toolkit tailored to the specific course they are attending. These toolkits are packed with practical resources, including templates, guides, worksheets, and exercises that are essential for implementing the strategies and techniques learned during the course. These tools are designed to help participants apply their new knowledge effectively within their organisations.
- **ECD COMMUNITY ACCESS:** Participants will enjoy 90 days all-access pass to our exclusive online community, where they can continue their learning journey. This community provides a platform for networking, sharing experiences, and seeking advice from peers and seasoned ECD-Certified community members. The ongoing support and resources available within this community help reinforce the course content and foster a collaborative learning environment, encouraging continuous growth and development.
- **EXCLUSIVE 60 MINUTE GROUP COACHING CALL:** Enhance your course experience with an online group coaching call, scheduled 8 weeks post-course to solidify your learning and address any questions



Facilitated by *Lotty Roberts*

Lotty Roberts was the first certified ECD Consultant to achieve 'Master Level' status and is currently one of the world's most experienced ECD Facilitators and Emotional Culture Coaches.

Lotty is a forward thinker in the field of emotional culture at work, leadership and change with over 20 years' experience leading and coaching people through large scale change and transformations. During her career Lotty has had lots of hands on experience focusing on the mindset of change and building high performing teams.

Lotty has founded her own business, MiND.U where she is devoted to helping companies and individuals build the emotional capability, resilience and wisdom to lead and navigate themselves in an ever changing, dynamic environment.

Lotty is utterly passionate and committed to helping workplace culture being places where people can thrive.

Lotty approaches all the work she does from a people centric lens, bringing her experience as a change leader and mindfulness teacher, together with her extensive knowledge of human behaviour and emotional intelligence in the workplace.



Why you should book this *Course*

Our ECD Specialist Courses stand out for several compelling reasons, making them the perfect choice for anyone looking to enhance their leadership capabilities and foster a positive emotional culture within their organisation:

- **PRACTICAL SKILLS:** Gain actionable strategies and tools that you can apply immediately to improve leadership and emotional culture within your team or organisation. Our courses are designed to provide hands-on, practical training that goes beyond theory, equipping you with real-world skills that drive results.
- **EXPERT GUIDANCE:** Learn from Lotty Roberts, one of the world's most experienced ECD certified consultants, who brings a wealth of knowledge, expertise, and real-life experience to the table. Lotty understands the nuances of managing emotions in diverse workplace settings and can guide you through the complexities of emotional culture with insight and clarity.
- **ENGAGING EXPERIENCE:** Participate in interactive sessions designed to be both informative and engaging. Our courses are structured to foster active participation and lively discussion, ensuring that you not only learn but also connect with others, share experiences, and build valuable networks.
- **CONTINUED SUPPORT:** Benefit from post-course resources, including coaching calls, access to a vibrant community of peers, and ongoing support to help you implement what you've learned. You'll have the opportunity to continue learning, sharing, and growing with others who are equally committed to building a positive emotional culture in their workplaces.

Why ECD Specialist Courses are Unique

These ECD specialist courses offer a unique blend of practical application, expert insight, and community engagement, all focused on mastering the emotions that shape organisational success. Whether you're new to emotional culture or looking to deepen your expertise, these ECD Specialist Courses provide a comprehensive pathway to enhance your leadership impact and drive meaningful change in your organisation.



Why choose *MiND.U*

Co-creating your journey of inner work for outer transformation

At MiND.U we combine our extensive experience of guiding organisations to lead and navigate through change, challenge and uncertainty, with hands-on experience, training and skills to integrate mindfulness, emotional intelligence and resilience techniques into the DNA of organisations and individuals. This helps them better understand themselves, perform at their best and navigate the ups, downs and curveballs of life. Our mission is to help you build a high-performing, collaborative culture where people are encouraged to be more themselves - not less - and teams collectively expand their potential. MiND.U helps workplaces embrace the wisdom of emotions and the superpower of mindfulness to stay focused, nimble and resilient.

The MiND.U Values

Our values are at the heart of everything we do. At MiND.U we do our best work when we collaborate with like-minded people and organisations who resonate with these values.



Passionate about how people feel

We show care, consideration and compassion for those around us at all times.



Open, curious and ever-adapting

We actively listen to the people we work with, exploring, learning and evolving as we go.



Devoted to creating value

We do this by helping others learn and grow in an engaging and practical way.



Easy to work with

We keep things simple, communicating with our customers in a way that works for them.



Role models for what we teach

We embody the lessons and ideas we share while being transparent and upfront about mistakes and mishaps we make along the way.



What people are saying about this *workshop*

♥ EMPOWERING & ENGAGING

“Practical, engaging and transformative. Can’t wait to use in multiple settings and ways. Feel empowered and curious to continue this journey into emotional culture. So well supported by interesting research and good pace.”

♥ EXPANDING OUR SKILLS & TOOLS

“For me, this course was a great catalyst for thinking about how I approach workplace culture with the various teams I interact with. At the end of it I felt as though I had spent valuable time thinking about something very important. I thoroughly enjoyed the experience.”

♥ BUILDING CONFIDENCE IN EMOTIONAL LEADERSHIP

“This course taught me so much about working with our emotions to navigate situations. I am now confident to use some of the tools I learned with my team and my wider organisation, and I know they will help us to move through change better as a collective.”

♥ INVALUABLE INSIGHTS INTO CHANGE MANAGEMENT

“The course was brilliant. I gained so many ideas of how our leaders and teams can shape change intentionally, with our people and their emotions at the heart of how we do things!”



What participants *receive*

Each workshop participant will receive the following:

- **CERTIFICATE OF PRACTICE:** Upon successfully completing the course, participants will receive a certificate that acknowledges their achievement. This certificate not only serves as a formal recognition of their commitment to learning and development but can also be used to showcase their newly acquired skills to colleagues, clients, and employers.
- **ECD SPECIALIST COURSE BADGE:** Participants will earn an ECD Specialist Course Badge, highlighting their new skills and status as an ECD Certified Practitioner. This badge is a symbol of expertise in applying The Emotional Culture Deck principles. It can be proudly displayed on professional profiles, such as LinkedIn, to enhance personal branding and credibility.
- **1 x EMOTIONAL CULTURE DECK & PHYSICAL WORKSHOP TOOLKIT:** Each participant will leave the workshop with their own ECD (valued at 160NZD) and tangible set of the ECD tools taught in the workshop
- **ONLINE TOOLKIT ACCESS-** Each participant will gain access to a comprehensive online toolkit packed with practical resources, including templates, guides, worksheets, and exercises that are essential for implementing the strategies and techniques learned during the course. These tools are designed to help participants apply their new knowledge effectively within their organisations (valued at 220 NZD).
- **ECD COMMUNITY ACCESS:** Participants will enjoy 90 days all-access pass to our exclusive online community, where they can continue their learning journey. This community provides a platform for networking, sharing experiences, and seeking advice from peers and seasoned ECD-Certified community members.



Post course *support*

To help you get the most out of your ECD Specialist Course experience, you have the option of a range of post-course support designed to reinforce learning and ensure a smooth transition from the course to the workplace.:

- 1. POST COURSE GROUP COACHING SESSION:** Eight weeks after completing the course, our Consultants can host a 1:1 or group coaching session. It's a chance to share your experiences, explore new ideas, and seek clarity on any challenges or uncertainties you might face as you apply the course skills and principles in your organisation.
- 2. OPTIONAL POST COURE CHALLENGE:** To keep the momentum going, we offer an optional post-course challenge tailored to your specific course. This challenge encourages participants to apply their new skills and insights in real-world situations. It includes a series of practical tasks and reflective exercises designed to deepen understanding, encourage continuous learning, and foster behavioural change within your team.
- 3. FUTURE ECD DISCOUNT:** As part of our commitment to your ongoing development, we offer a 50% discount on all future purchases of physical Emotional Culture Decks for your team. This makes it more affordable to expand your toolkit and continue building emotional culture awareness throughout your organisation, ensuring that the principles and practices you've learned are accessible to every corner of your workplace.

These post-course support options are designed to provide continuous learning and support, helping you to maximise the impact of your investment in The Emotional Culture Deck and the learning experience you embarked on.



Most Common Questions...

1. Do we get Emotional Culture Decks and printed or physical tools with the course?

Yes, for in-person courses, each participant must have an ECD Course Toolkit, which includes all the printed tools from the course, a physical badge and certificate, and an Emotional Culture Deck. For Hybrid Courses, you have the option to choose digital course materials or add on a physical course toolkit.

2. What is the duration of each ECD Specialist Course, and can they be customised for our organisation?

Each course is typically one day (6 to 7 hours), but they can be broken into half-day or shorter sessions. Courses can be customised to fit specific organisational needs, including content focus and delivery format.

3. Are the courses suitable for all levels of employees, or are they specifically for leaders?

The courses are designed for all levels of employees, from front-line staff to senior leaders. They provide valuable skills for anyone looking to improve their emotional intelligence and leadership abilities.

4. How do the In-Person and hybrid course formats differ?

In-Person Courses involve face-to-face interaction, Hybrid Courses combine online learning with live virtual sessions or in-person sessions. Each format offers unique benefits to suit different organisational needs.

5. What does the post-course support include, and is there an additional cost for this support?

Post-course support may include a 60-minute 1:1 or group coaching session, an optional post-course challenge, and a discount on future ECD investments. Additional costs depend on the specific support options chosen.

6. Can the courses be delivered across multiple locations, and are there any additional costs for travel?

Yes, courses can be delivered in various locations. Travel costs may apply for in-person courses; however, hybrid delivery is ideal for dispersed or remote teams.

7. Are there any prerequisites for participants to join an ECD Specialist Course?

No prior knowledge or preparation is required. The courses are designed for both ECD novices and those with previous experience.

8. How are the online toolkits accessed, and what do they include?

Online toolkits are accessed via our community platform. For in-person courses, participants receive a 90-day community access pass after completing the course and providing feedback. The toolkit includes digital resources essential for course completion.

9. Can we integrate the learnings from the ECD Specialist Courses with our existing training programs?

Yes, course learnings can be integrated into your existing training or development initiatives. Hybrid courses are particularly suited for customisation to fit your organisation's needs.

10. What happens after the workshop?

There is an optional post-workshop challenge your leaders can choose to complete in the eight weeks post-workshop. These challenges are designed to help your participants take what they learn in the workshop and continue their learning journey.

Do I need to be certified to use The Emotional Culture Deck?

While you don't need to be certified to use The Emotional Culture Deck within your organisation, participating in these workshops offers your leaders expert training and development, additional support and ECD tools that can dramatically enhance your team's emotional culture and workplace environment.

Email lotty@mindu.co.nz to find out more or discuss booking your workshop.
You can also visit www.mindu.co.nz to find out more about our workshops and other services we provide.

