Jo Blakeley Training

A PERSONAL APPROACH TO PROFESSIONAL GROWTH

The Breakthrough Framework™

Signature Programmes

Understanding the patterns shaping how people **think**, **react** and **behave** at work.

- CONFIDENCE
- COMMUNICATION
- LEADERSHIP



Helping organisations develop more self-aware, emotionally intelligent and impactful people – **from the inside out.**

Most workplace challenges are human challenges.

Organisations often assume workplace performance problems are caused by capability gaps, poor processes or technical weaknesses.

But many of the challenges teams experience every day are actually behavioural.

- People avoid difficult conversations.
- Managers overthink decisions.
- Teams misinterpret each other's intentions.
- Capable individuals stay quiet in meetings.
- Leaders struggle to influence under pressure.
- Feedback feels personal.
- Conflict becomes emotionally loaded.
- Communication breaks down despite good intentions.

These patterns rarely happen because people lack intelligence or capability.

They happen because human behaviour is shaped by unconscious patterns, emotional responses, assumptions, protective habits and automatic reactions that most people have never been taught to recognise.

The result is often frustration, disengagement, miscommunication, reactive leadership and underperformance — even inside highly capable teams.

My three signature programmes use The Breakthrough Framework™ to help people understand the patterns shaping how they think, communicate and lead - and develop practical skills to do things differently at work.

> Capable people are often being held back by invisible patterns they don't yet understand.



OVERTHINKING | AVOIDANCE | SELF-DOUBT | MISCOMMUNICATION | FEAR OF VISIBILITY | REACTIVE LEADERSHIP | DIFFICULT CONVERSATIONS | EMOTIONAL DEFENSIVENESS

Three programmes. One connected approach

The Breakthrough Framework™ connects three areas of development: understanding yourself, communicating effectively with others and leading people.

Each programme combines insight into the patterns shaping workplace behaviour with practical skills participants can use at work.

The three signature programmes can be delivered individually or combined to reflect your organisation's priorities.

SELF-MASTERY

The Confidence Breakthrough™

Understanding the patterns, beliefs and emotional reactions that shape confidence and behaviour under pressure.

OTHER-MASTERY

The Communication Breakthrough™

Understanding how other people, think, interpret communication and respond emotionally to workplace interactions.

TEAM-MASTERY

The Leadership Breakthrough™

Applying self-awareness and interpersonal understanding to lead individuals, coach effectively and support productive team conversations.

Together, these three levels create **stronger communication**, **healthier** workplace **cultures**, more **emotionally intelligent leadership** and more **sustainable** behavioural **change**.



The Breakthrough Framework™ is flexible, scalable and tailored to your organisation's needs.

The Confidence Breakthrough™

Confidence isn't personality. It's patterns.

Many professionals appear capable externally while internally battling overthinking, self-doubt, imposter syndrome, people-pleasing, perfectionism or fear of judgement.

The Confidence Breakthrough™ helps individuals understand the hidden patterns shaping how they think, react and perform at work.

Rather than focusing on surface-level motivation, this programme explores the psychology underneath confidence - helping people recognise automatic emotional reactions, challenge limiting patterns and develop more resilient, self-supportive ways of thinking and behaving.

Participants learn how to respond differently under pressure, communicate more assertively, manage emotional reactions more effectively and build confidence that feels authentic rather than performative.



IN THIS PROGRAMME, PARTICIPANTS DEVELOP GREATER AWARENESS OF HOW:

- **Thoughts** — shape feelings, decisions and behaviours
- **Past experiences** — influence reactions and self-perception
- **Internal filters** — affect how information is interpreted
- **Emotional reactions** — do not have to control behaviour
- **Self-talk** — either builds confidence or undermines it
- **New patterns** — can be learned, strengthened and sustained

> Jo's techniques and no-nonsense scientific approach in helping you understand the way your mind works and how we self-sabotage due to the blueprint of our personal experiences was really fascinating and eye-opening. Jo's like a 'personal trainer of the mind'.
>
> SENIOR MANAGER, MARKETING

Understanding your patterns is the first step to changing them.

The Confidence Breakthrough™

When people understand themselves differently, they perform differently.

As individuals develop greater self-awareness and emotional resilience, the impact extends far beyond confidence alone.

- People communicate with clearer boundaries.
- They contribute more confidently.
- They avoid loss and show up more.
- They step outside their comfort zones more willingly.
- They recover from setbacks more quickly and effectively.
- They become more emotionally consistent under pressure.

The result is stronger individual performance, healthier workplace relationships and greater psychological safety across teams.



TRANSFORM THE PATTERNS SHAPING HOW YOU THINK, REACT AND PERFORM AT WORK — SO YOU MOVE FROM:

Self-doubt	→	**Self-belief**
Catastrophising	→	**Clarity**
Emotional overwhelm	→	**Emotional regulation**
Passiveness	→	**Assertiveness**
Fear and avoidance	→	**Courage**
Deflection	→	**Resilience**

WORKPLACE OUTCOMES

When more people operate from self-awareness and confidence, organisations experience:

- Healthier workplace culture
- Greater psychological safety across teams
- Stronger collaboration and trust
- Higher engagement and contribution
- More open, respectful communication
- Increased accountability and ownership
- Improved staff wellbeing and morale
- Higher retention and lower turnover

> The biggest breakthrough was finally understanding the patterns underneath my reactions and self-doubt. Once I understood that, everthing started to change - my confidence, my communication and the way I showed up professionally.
>
> SENIOR MANAGER, HEALTHCARE

Self-awareness changes how you show up at work, in terms of your confidence, authenticity and self-respect.

The Communication Breakthrough™

Communication changes when people understand what's happening underneath conversations.



Many workplace communication challenges are not caused by a lack of intelligence, professionalism or good intent. They happen because people interpret conversations differently.

The Communication Breakthrough™ helps individuals, teams and leaders understand the psychological patterns shaping workplace communication so they can communicate more intentionally, build stronger relationships and create more emotionally intelligent conversations.

Rather than teaching surface-level communication techniques alone, this programme develops deeper awareness of how people think, interpret meaning, respond emotionally and interact under pressure.

Participants learn how to communicate more effectively, reduce misunderstandings, navigate difficult conversations more confidently and create healthier workplace dynamics built on trust, clarity and psychological safety.

IN THIS PROGRAMME, PARTICIPANTS DEVELOP GREATER AWARENESS OF HOW:

Connection rapport
creates psychological safety, trust and professional connection.

Listening
is affected by assumptions, interpretation and internal dialogue.

Effective questioning
helps people understand rather than simply respond.

Communication styles
shape how people interpret conversations differently.

Emotional reactions
can distort clarity, meaning and workplace interactions.

New communication patterns
can strengthen collaboration, trust and leadership conversations.

> The programme completely changed the way I approach conversations at work. I became far more aware of how quickly misunderstandings happen and how much clearer communication becomes when people feel heard and understood.
>
> SENIOR LEADER, EDUCATION

Understanding communication patterns changes the quality of workplace conversations.

The Communication Breakthrough™

When communication improves, relationships and cultures improve.

As individuals and teams develop greater awareness of how communication works psychologically, the impact extends far beyond conversation alone.

THE IMPACT FOR INDIVIDUALS

- People listen more openly and with greater intention.
- They become less defensive and more open to understanding.
- They communicate with greater clarity and confidence.
- They build stronger, more trusting relationships.
- They navigate difficult conversations more calmly and effectively.
- They ask better questions and make fewer assumptions.
- They become more aware of how their communication affects and influences other people.

The result is healthier interactions, stronger relationships and more emotionally intelligent communication across the workplace.

TRANSFORM THE PATTERNS SHAPING HOW PEOPLE COMMUNICATE — SO THEY MOVE FROM:

Assumptions	→	Understanding
Defensiveness	→	Openness
Avoidance	→	Honest conversations
Misinterpretation	→	Clarity
Transactional conversations	→	Meaningful conversations
Reactive communication	→	Intentional communication



WORKPLACE OUTCOMES

When communication improves across individuals and teams, organisations experience powerful and lasting change.

- Stronger collaboration and trust
- More emotionally intelligent leadership
- Healthier workplace relationships
- More open and constructive conversations
- Reduced misunderstanding and conflict
- Improved communication across teams
- Greater psychological safety
- Higher engagement and team contribution

> For the first time, I understood why some conversations escalate so quickly and why different people reacted so differently under pressure. It transformed the way I communicate, listen and lead.
>
> SENIOR MANAGER, HEALTHCARE

The quality of workplace relationships is shaped by the quality of workplace conversations.

The Leadership Breakthrough™

Leadership becomes easier when people understand both themselves and others.



Many professionals step into leadership roles with strong technical expertise but limited understanding of the emotional, behavioural and interpersonal dynamics that leadership requires.

As a result, leadership can quickly become reactive and emotionally demanding. Unconscious patterns develop between leaders and their teams - patterns that can quietly erode trust, clarity and performance.

The Leadership Breakthrough™ brings together self-awareness, communication and practical leadership skills to help leaders understand themselves, support others and lead more effectively.

Participants deepen their understanding of themselves and others using personality insight (e.g. MBTI®), explore team dynamics and learn how different people think, communicate and respond under pressure.

Using approaches such as Transactional Analysis, participants explore how habitual interactions and self-limiting beliefs develop within teams and how leaders can recognise and change them.

You'll learn how to apply self-awareness and an understanding of others to influence, give feedback, manage performance, present with impact, coach effectively and lead high-performing, psychologically safe teams.

Rather than focusing purely on leadership models, this programme develops deeper emotional understanding alongside behaviours rooted in behavioural psychology, communication insight and practical workplace application.

IN THIS PROGRAMME, PARTICIPANTS DEVELOP GREATER AWARENESS OF HOW:

- **Leadership style** shapes trust, motivation and team behaviour.
- **Personality differences** influence communication, decision-making and workplace dynamics.
- **Emotional reactions** affect leadership presence, influence and performance under pressure.
- **Team dynamics** can become stuck or unhelpful over time.
- **Coaching conversations** help people think more independently and confidently.
- **Psychological safety** affects engagement, contribution and accountability across teams.

> "The programme helped me understand not just myself as a leader but the patterns developing within my team. Once I recognised the dynamics we were unconsciously reinforcing, everything about the way I communicated, and led, started to change.
>
> SENIOR LEADER, FINANCIAL SERVICES

The strongest leaders understand not just individuals — but the patterns developing between people.

The Leadership Breakthrough™

Leadership is ultimately about conversations, relationships and culture.

The quality of leadership is reflected in the quality of the conversations leaders create and the patterns they reinforce within teams.

When leaders develop greater behavioural awareness, emotional intelligence and communication capability, the impact extends far beyond traditional performance alone.

- **Leaders** communicate with greater clarity.
- They navigate difficult conversations more confidently.
- They seek rather than control.
- They create stronger trust and accountability within teams.
- They become more emotionally consistent under pressure.
- They recognise and interrupt unhealthy team dynamics before they escalate.



WORKPLACE OUTCOMES

- Stronger leadership communication and alignment
- Greater employee engagement and contribution
- Healthier, more psychologically safe workplace cultures
- Increased accountability, ownership and trust
- Improved collaboration across teams and stakeholders
- More confident decision-making under pressure
- Greater adaptability, innovation and openness to change
- Higher retention, morale and long-term team performance

TRANSFORM THE PATTERNS SHAPING HOW PEOPLE LEAD — SO THEY MOVE FROM:

Reactive management	→	**Intentional leadership**
Control	→	**Coaching**
Avoidance	→	**Courageous conversations**
Micromanagement	→	**Trust and empowerment**
Pressure	→	**Emotional regulation**
Authority	→	**Influence and credibility**

> The Programme has made me much more conscious of how I listen, question and adapt my approach, and I believe this will help the people I work with to develop greater confidence, ownership and clarity in finding their own way forward.
>
> **SENIOR LEADER, HEALTHCARE**

Leadership shapes culture through the conversations, behaviours and patterns leaders reinforce every day.

The Breakthrough Framework™

Flexible delivery designed around your organisation.

The Breakthrough Framework™ can be delivered in a variety of formats depending on your organisation's goals, culture and development priorities.

All programmes can be tailored for individuals, teams, managers or leadership.

All programmes are available in-person, virtually, or as a blended combination to suit your team and business needs.



MASTERCLASSES

Focused insight-led sessions exploring specific behavioural, communication or leadership themes.

WORKSHOPS

Interactive half-day or full-day experiences designed to strengthen practical application and behavioural awareness.

IMMERSIVE PROGRAMMES

Multi-session transformational development experiences designed to create meaningful, sustainable change over time.

ADDITIONAL SUPPORT OPTIONS MAY INCLUDE:

- leadership coaching
- behavioural toolkits
- peer learning sessions
- reflective practice groups
- leadership application support

> The flexibility of the programme meant we could design a learning journey that fit our team's needs perfectly. The impact has been felt across our leadership group and throughout the business.

HEAD OF PEOPLE AND CULTURE, PROFESSIONAL SERVICES

Development that meets you where you are — and moves you where you want to be.

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About Jo Blakeley

Jo Blakeley is a **behavioural specialist**, **trainer**, **coach** and **author** with more than **20 years' experience** helping individuals, teams and leaders understand the patterns shaping how they think, react and behave at work.

She is the creator of **The Breakthrough Framework™** - a psychology-informed approach that combines behavioural science, neuroscience, coaching and practical workplace application. This approach underpins her three signature programmes: **The Confidence Breakthrough™, The Communication Breakthrough™** and **The Leadership Breakthrough™.**

Jo has worked across healthcare, government, education, professional services and corporate environments, supporting organisations to strengthen confidence, communication and leadership.

Her work is known for translating complex behavioural psychology into practical, relatable insight that people can immediately apply in real workplace situations.

Jo is also the author of **The Confidence Breakthrough™**, a finalist in *The Business Book Awards 2026.*

CONFIDENCE
COMMUNICATION
LEADERSHIP



Trusted by professionals, leaders and organisations across corporate sectors, healthcare, government and education.

Better Understanding. Greater Confidence. More Effective Conversations.

To explore any of my signature programmes for your organisation, get in touch to discuss your priorities, content and delivery options

GET IN TOUCH

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Helping organisations develop more self-aware, emotionally intelligent and impactful people – from the inside out.