

Session Rules

- PLEASE SWITCH OFF MOBILE PHONES /ON SILENT
- LETS' BE PUNCTUAL - TIME KEEPING (COFFEE BREAKS)
- PARTICIPATE, APPRECIATE & ASK QUESTIONS
- COURTESY TO FELLOW DELEGATES
- PLEASE AVOID SIDE CONVERSATIONS

Objective of the Workshop

- Communication Skills for effectiveness
- Art of Introduction and Greeting
- Body Language
- Prioritize tasks according to their importance
- Build rapport & trust in relationships
- Being Proactive and Assertive Behavior
- Stress Management

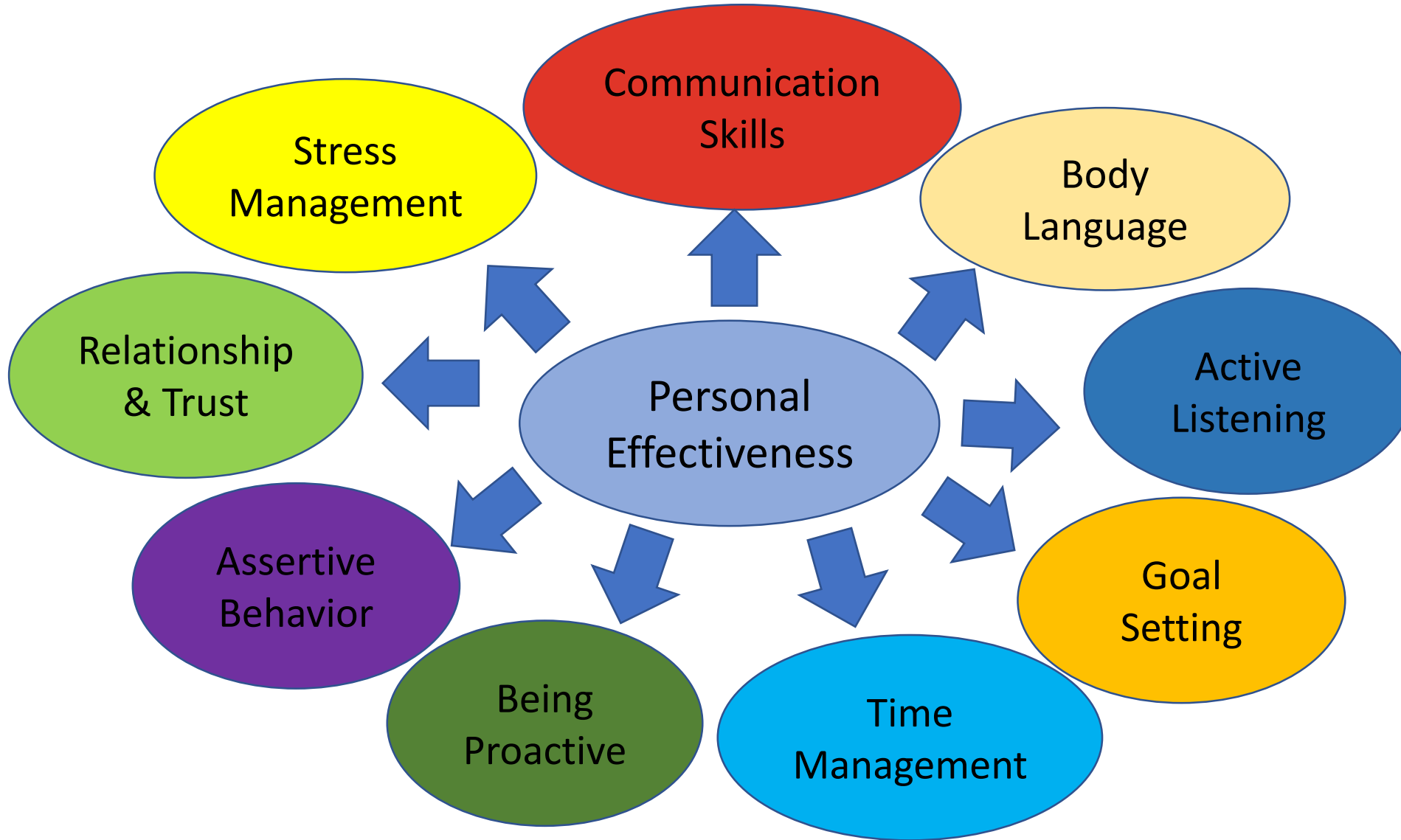
What Is Effectiveness

- The degree to which objectives are achieved and the extent to which targeted problems are solved.
- **Effectiveness** is the capability of producing a desired result or the ability to produce desired output. When something is deemed effective, it means it has an intended or expected outcome, or produces a deep, vivid impression.
- The origin of the word "effective" stems from the Latin word *effectivus*, which means creative, productive or effective.

What is Personal Effectiveness

- **Personal effectiveness** means making use of all the resources (both **personal** and **professional**) you have at your disposal (i.e. your talents, strengths, skills, energy and time) to enable you to master your life and achieve both work and life goals
- This will then mean you will be excellent in achieving your goals!
- In simple Words

“Personal Effectiveness is all about making the most of what we have in Us”



- It takes a quick glance, maybe 5 to 10 seconds, for someone to evaluate you when you meet for the 1st time
- In this short time, the other person forms an opinion about your appearance, your body language, your demeanor, your mannerism and how you are dressed.

Communication Skills

- Be Friendly
- Think before you speak
- Be Clear
- Don't Talk too much
- Be your authentic self
- Speak with confidence
- Be concise



The Art of Introducing and Greeting

You never get
a second
chance to
make the first
impression!



First
impression
is the last
impression!

If you can't make it good, at least
make it look good!!

Tips For Creating an IMPACT!!!

- Be Punctual
- A warm Smile
- Present yourself Appropriately
- Be yourself, be at ease



Body Language

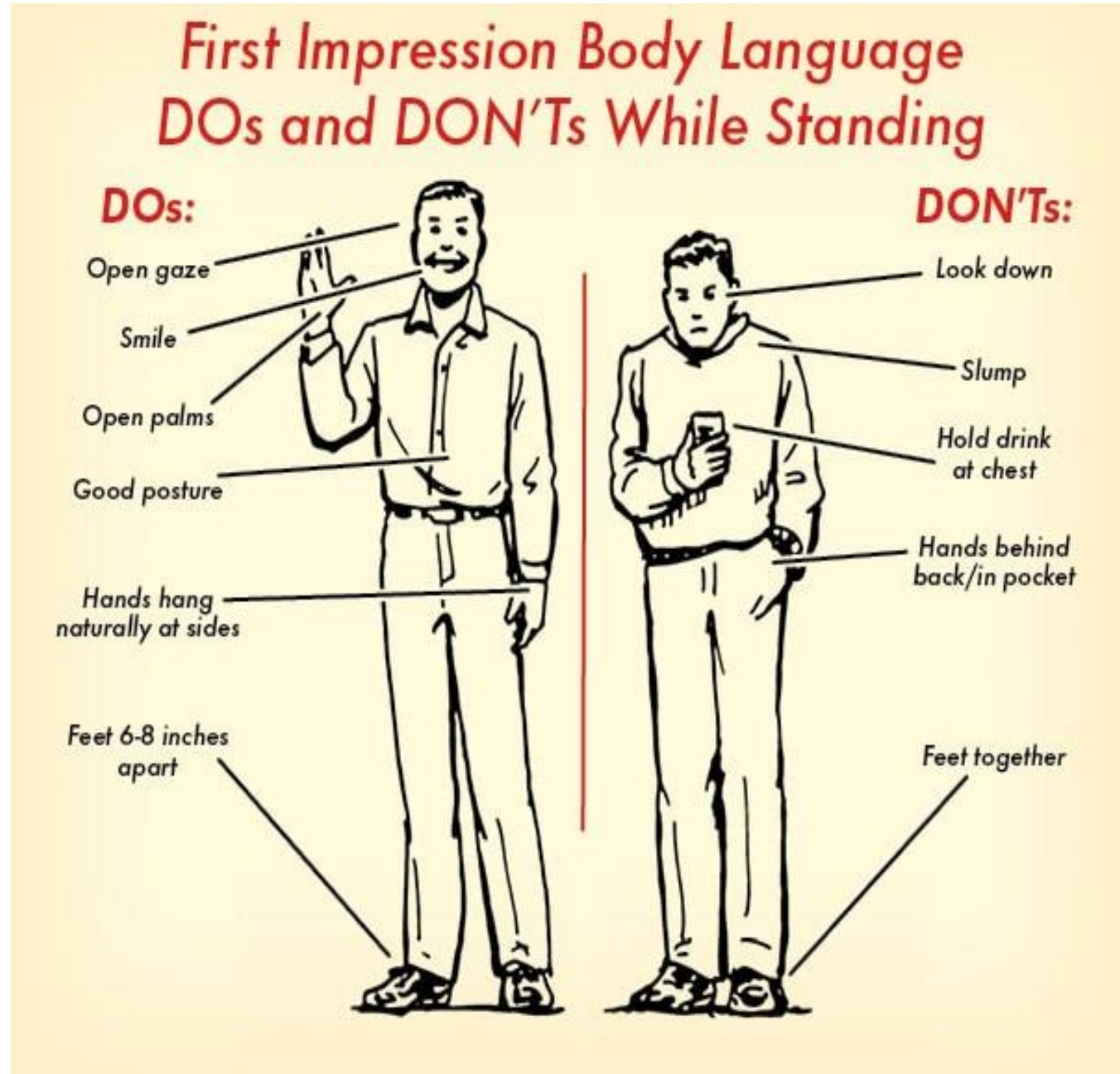
- Body language is a kind of nonverbal communication, where thoughts, intentions or feelings are expressed by physical behaviors, such as facial expressions, body posture, gestures, eye movements, touch and the use of space.



First Impression



First Impression



Elements of Personal Communication

Words
7%

Pitch, Tone, Rate, Volume
38%

Body Language
55%

Mode of Communication	Formal Years of Training	Percentage of Time Used
Writing	12 years	9
Reading	6 – 8 years	16 %
Speaking	1 -2 Years	30 %
Listening	0 – Few hours	45 %

Become an Active Listener

Pay Attention

Show you are Listening

Provide positive reinforcements

Provide effective feedback

Goal Setting

- Set Clear Goals
- Set your time limit
- Set day goals
- Write your goals on paper



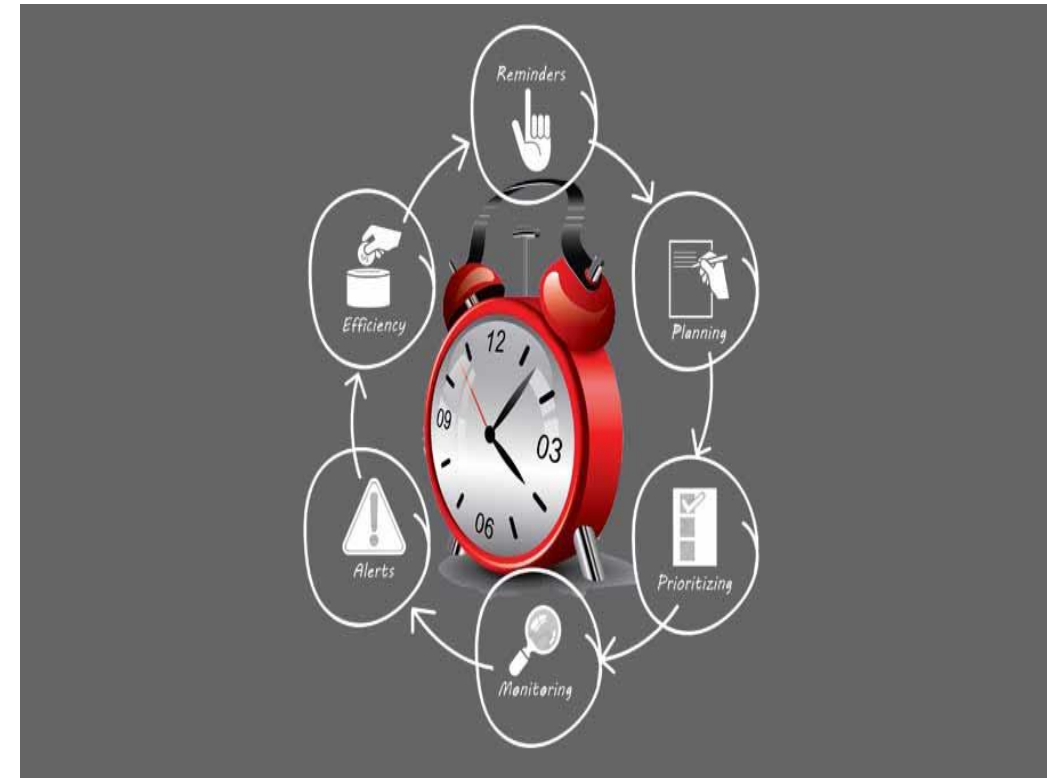
Time Management

- “Time Management” refers to the way that you organize and plan how long you spend on specific activities.
- Benefits of Time Management;
 - Greater productivity and efficiency
 - Better professional reputation
 - Increased opportunity for advancements
 - Greater opportunities to achieve important personal & career goals

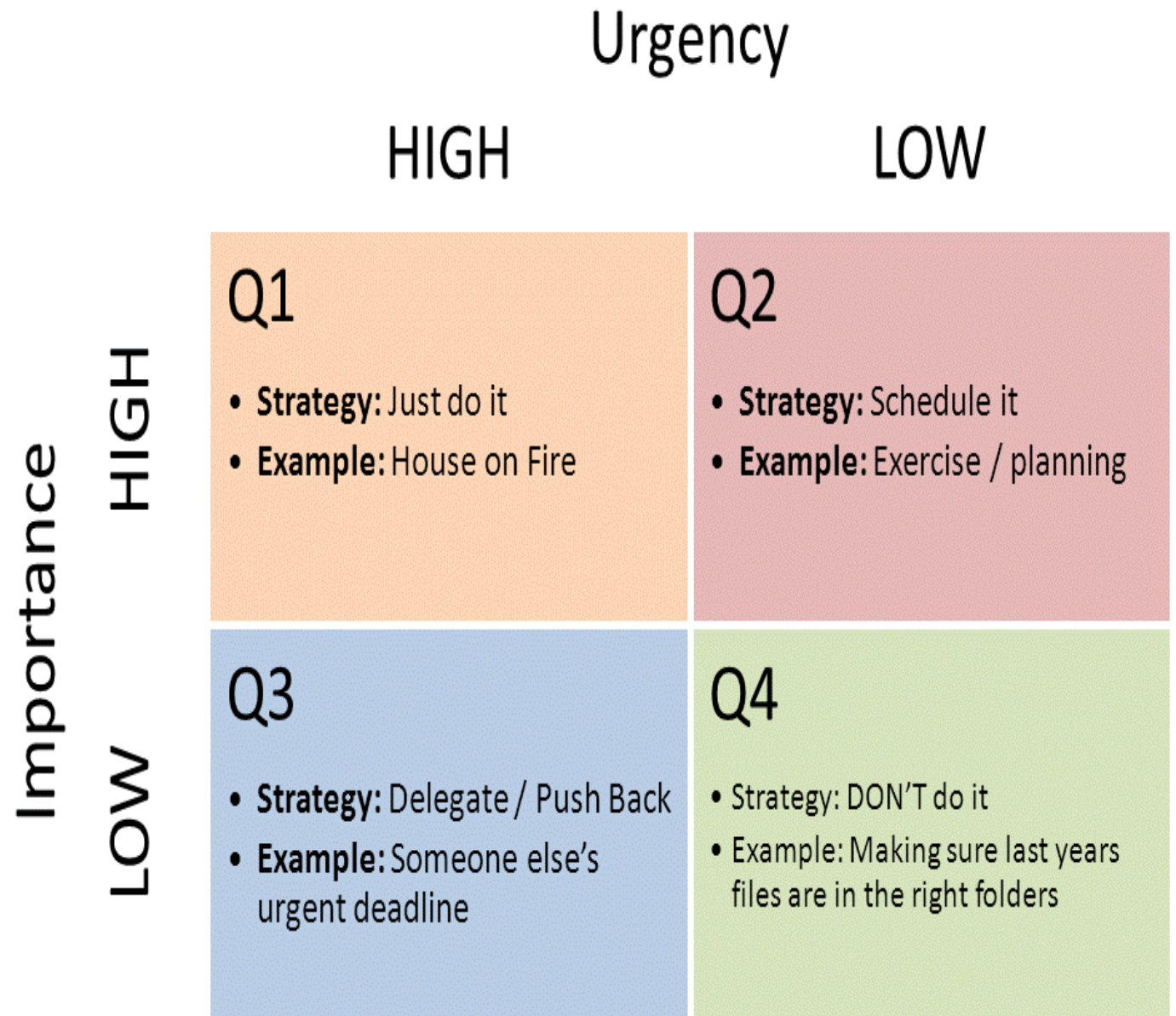


Time Management

- List the task and organize your time
- Set priorities
- Keep a clear focus
- Avoid wastage of time
- Use a dairy
- Work together
- Take a break



The Eisenhower Box



Tower of Cards

Proactive
versus
Reactive

Proactive :


Reactive :

Proactive
versus
Reactive

Proactive : Creating or controlling a situation rather than just responding to it.

Reactive : Acting in response to a situation rather than creating or controlling it.

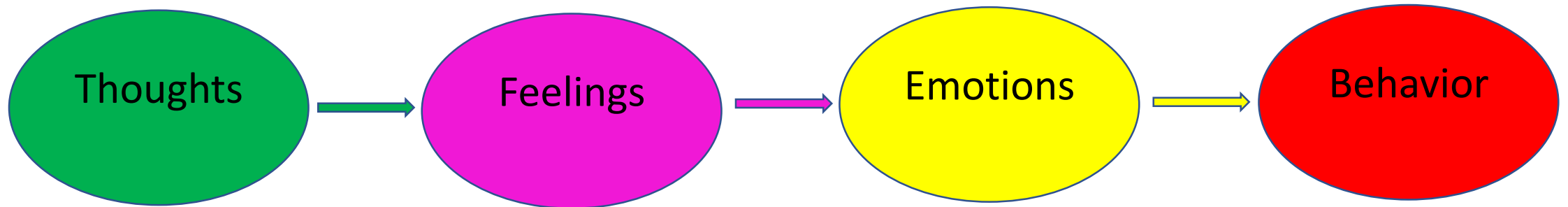
Proactive Versus Reactive

	Proactive	Reactive
Responsibility	Inside	Outside
Perspective when facing difficulties	Embraces new situations. See them as challenges, and learning opportunities	Sees new situations as problems. Takes action to solve them and go back to comfort zone.
Feelings	Feels confident, strong and in control	Feels stresses, lost and reluctant to act
Action zone	Stretch zone	Comfort zone  Panic Zone
Personal	Gets closer to purpose of life. Feels in control, stronger and more confident.	Feels safer but aimless

Take Control of Your Life

If you are waiting for someone to help you, you may end up waiting a long time.

*Take charge and be **PROACTIVE**, take charge of each day....*



Being Assertive

- Expressing what you think and feel in a positive way by creating mutual respect
 - Confident in a relaxed way
 - Able to openly state views and opinion without upsetting others
 - Do not ignore problems- look for win-win situation
 - Proactive- look for situations and solutions instead of blaming others
 - Able to admit mistakes without excessive apologizing

Assertive
versus
Aggressive

Aggressive : Aggressive people attack or ignore others' opinion in favor of their own.

Assertive : people state their opinions while still being respectful to others.

Compare

Aggressive	Assertive
“You are never on time!”	“You were 15 minutes late today. That’s the 3 rd time this week”
“You always interrupt my stories!”	“I would like to tell my story without being interrupted.”
“He makes me angry!”	“I get angry when he breaks his promise.”

Build Rapport & Effective Interpersonal Relationships





Defining a Good Relationship

Welcoming
Diversity

Mutual
Respect

Trust

Open
Communication

Mindfulness

Building Strong Relationships

- Use sincere complements
- Indicate a personal connection
- Show unconditional regard & acceptance
- Try to be non-judgmental
- Listen actively
- Be honest
- Respect
- Try to connect with small talk
- Offer empathy

Stress Management

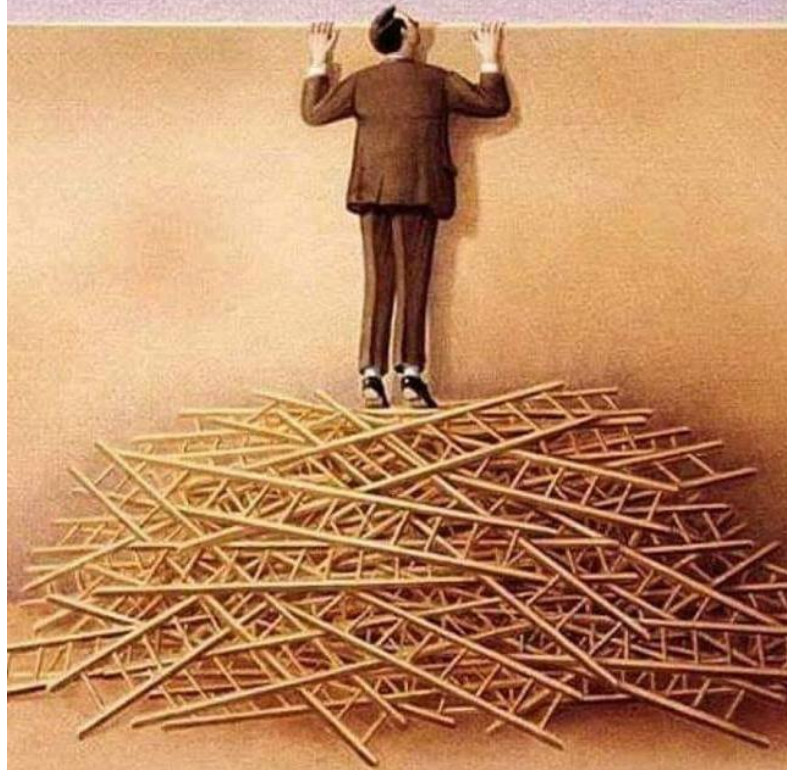
- Manage time
- Get enough sleep
- Ease up on stress busters
- Involve in a hobby
- Spend time with your loved ones
- Eat healthy

*If you can Manage yourself
effectively then there won't be any
need to manage stress*

Tips for Personal Effectiveness

- In order to achieve Personal Effectiveness by applying efficient time management, you would need to know how to:
- Identify time management profiles and understand the principles of time management;
- Plan and organize your own work;
- Draw up time efficient work plans to carry out work functions;
- Implement time efficient work plans;
- Maintain files and records.

**It doesn't matter how many
resources you have...**



**If you don't know how to use
them, it will never be enough.**

Q & A

Thank you and wish you all
the best