onion

vgc academy

Personal Effectiveness

Part 1

Core development programme Foundation

go beyond

vgc

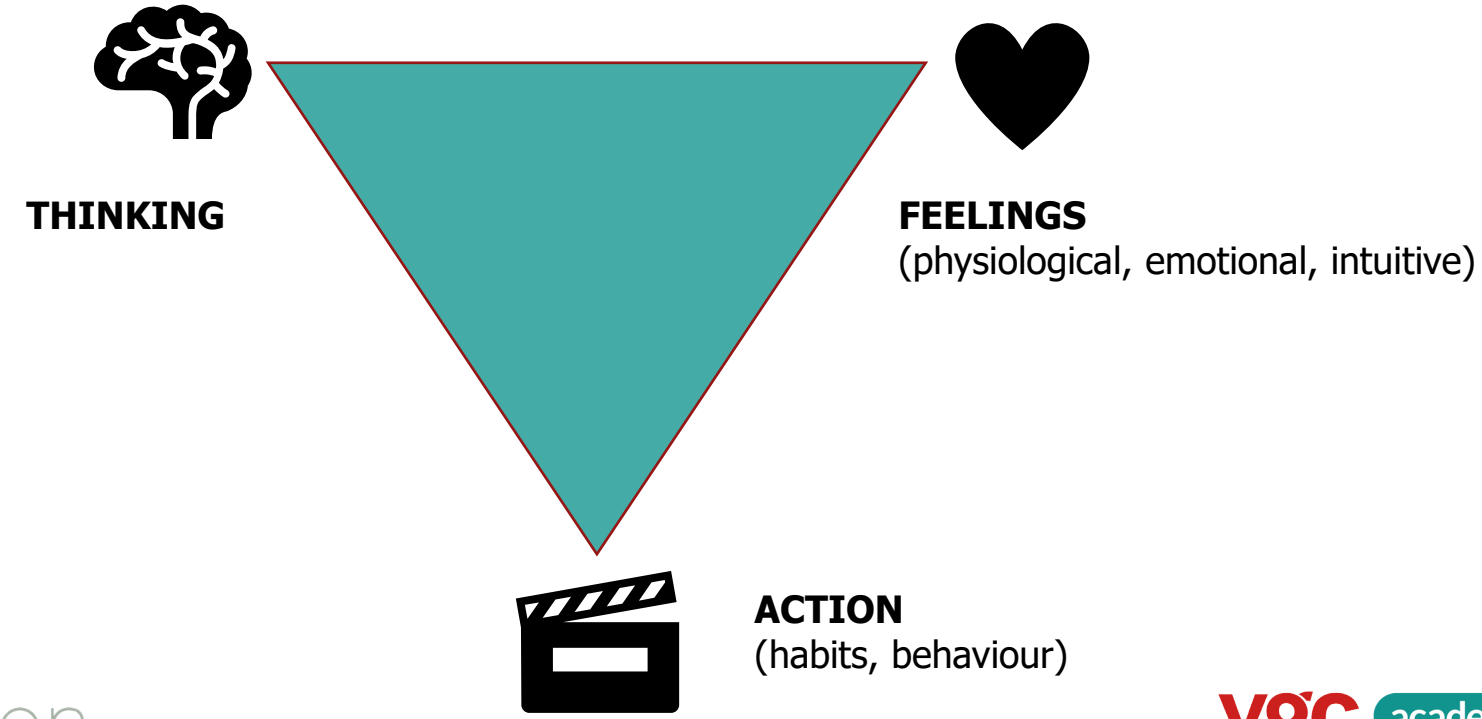
Agenda – Personal Effectiveness part 1

1. Introduction to emotional intelligence
   - Cultivating self awareness – Johari's window
   - E.I. – self awareness and awareness of others
2. Personal Development
   - Development planning 70:20:10
3. Focus on results
   - Your relationship with time
   - Handling pressure and stress
   - Priority matrix
4. Responding to change
   - Types of change
   - Human change curve

onion

vgc academy

Introduction to emotional intelligence



onion

vgc academy

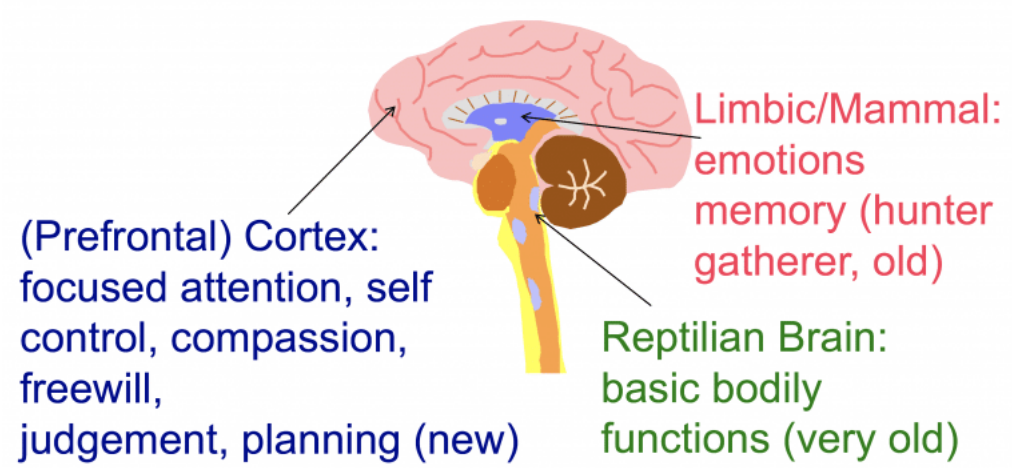
Introduction to emotional intelligence

According to Sparrow and Knight in *Applied EI* (2006) Emotional intelligence is the habitual practice of:

- Using emotional information from ourselves and other people;
- Integrating this with our thinking;
- Using these to inform our decision making to help us get what we want from the immediate situation and from life in general.

Put another way EI is about thinking about feeling and feeling about thinking to guide our behaviour.

Three Key parts of the brain



Three Key parts of the brain

1. **Reptile brain –** regulates life functions: breathing, heart rate, body temperature, reflex and movements

2. **Limbic brain** – unconscious emotional brain which houses our values, beliefs and attitudes and generates the emotions that they trigger

3. **Neo-cortex** – thinking brain which is responsible for sensory perception, generation of motor commands, spatial reasoning, conscious thought and human language

Tiger Tiger Tiger!

Emotional Highjacks

Stop and think about any recent emotional hijacks you have experienced.

E.g.

- A car pulls into the parking space in the car park just as you were about to
- A spider comes crawling across the floor towards you
- Your boss asked you to stay late again!!
- The internet goes down
- Someone pushed past you in the street

Add your own examples …….

Know your ABCs

A = Activating Event

1. Write down the event that triggered your negative thoughts

B = Belief

2. Write down the thoughts and beliefs that went through your mind.

C = Consequences

3. Write down your emotions

   Write down your actions

And your Ds and Es

D = Dispute your irrational thinking

4. Identify any irrational thinking and beliefs

E = Evoke a more positive thought

5. Evoke/ create a more positive thought

Emotional Intelligence

	Individual	Others
Identification	1. Self- Aware	3. Aware of others
Direction	2. Self – controlled	4.Manages Relationships

onion

vgc academy

Emotional Intelligence

	Individual	Others
Identification	**1. Self- Aware** Awareness of feelings, ability to recognise one's emotions and the intensity of these feelings	**3. Aware of others** Recognise the intensity and nature of others emotional cues, can adjust your behaviour accordingly
Direction	**2. Self – controlled** Ability to regulate your emotions and hold back unhelpful impulses	**4.Manages Relationships** Can build rapport and inspire others with the ability to communicate appropriately

onion

vgc academy

Emotional Intelligence

Consider your strengths & areas for development:

1. Self- aware
2. Self-controlled
3. Aware of others
4. Manages relationships

onion

vgc academy

70:20:10 - personal development

Informal Learning
continuous

Formal Learning *periodic*

70%
Experiential Learning

20%
Relationships & Networking

10%
Structured Courses

Learning by doing

Learning with and through others

Learning through formal events

Consider examples of development activities using 70:20:10

onion

vgc academy

Relationship with time

Planned v Spontaneous

- Planful
- Decisive
- Controlled
- Conscientious
- Enjoys routine
- Goal-orientated
- Committed
- Industrious
- Prepared
- Scheduled
- Methodical
- Organised
- Predictable
- Structured

Adaptable Easy-going
Curious MULTI –TASKING

Unconstrained Improvising

Emergent
Go with the flow
FLEXIBLE
pressure prompted

Responsive Casual

Open-ended
Spontaneous

onion

vgc academy

Relationship with time

1 When something unexpected means I have to change plans, I

a feel irritated by the change to my schedule

b welcome the idea of doing something different

2 Keeping to a plan

a is frustrating

b is satisfying

3 I like to decide what I do socially

a well in advance

b on the spur of the moment

4 I like my life to be

a consistent

b unpredictable

5 I think that

a variety is the spice of life

b better the devil you know than the devil you don't

6 Dull activities are best

a done in one go

b interspersed with more interesting activities

7 I like to

a come to a decision quickly – I like to know where I stand

b no decision until needed – I like to mull things over

8 I work best

a when I'm up against the deadline

b methodically and steadily

What’s your preference?

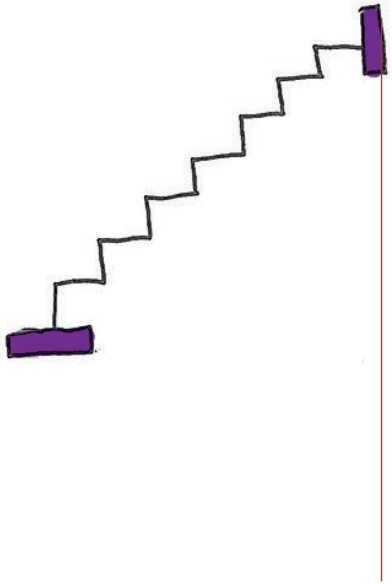
Circle your responses below:

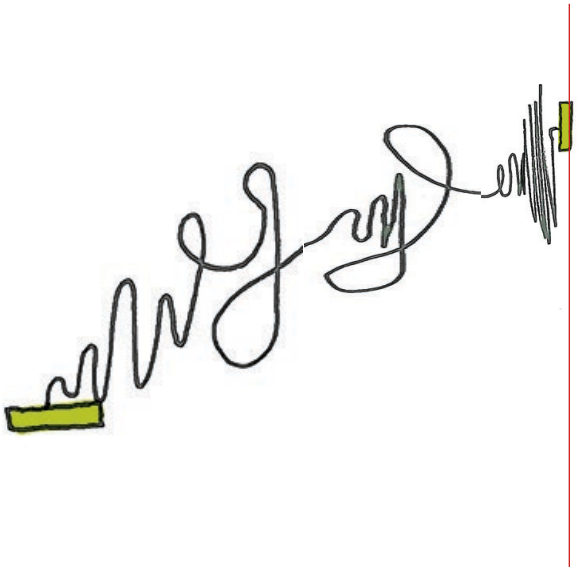
Planned	1a, 2b, 3a, 4a, 5b, 6a, 7a, 8b,	Total =
Spontaneous	1b, 2a, 3b, 4b, 5a, 6b, 7b, 8a,	Total =

onion

vgc academy

Planned v Spontaneous





Planned

People with this preference are at their best when things are:

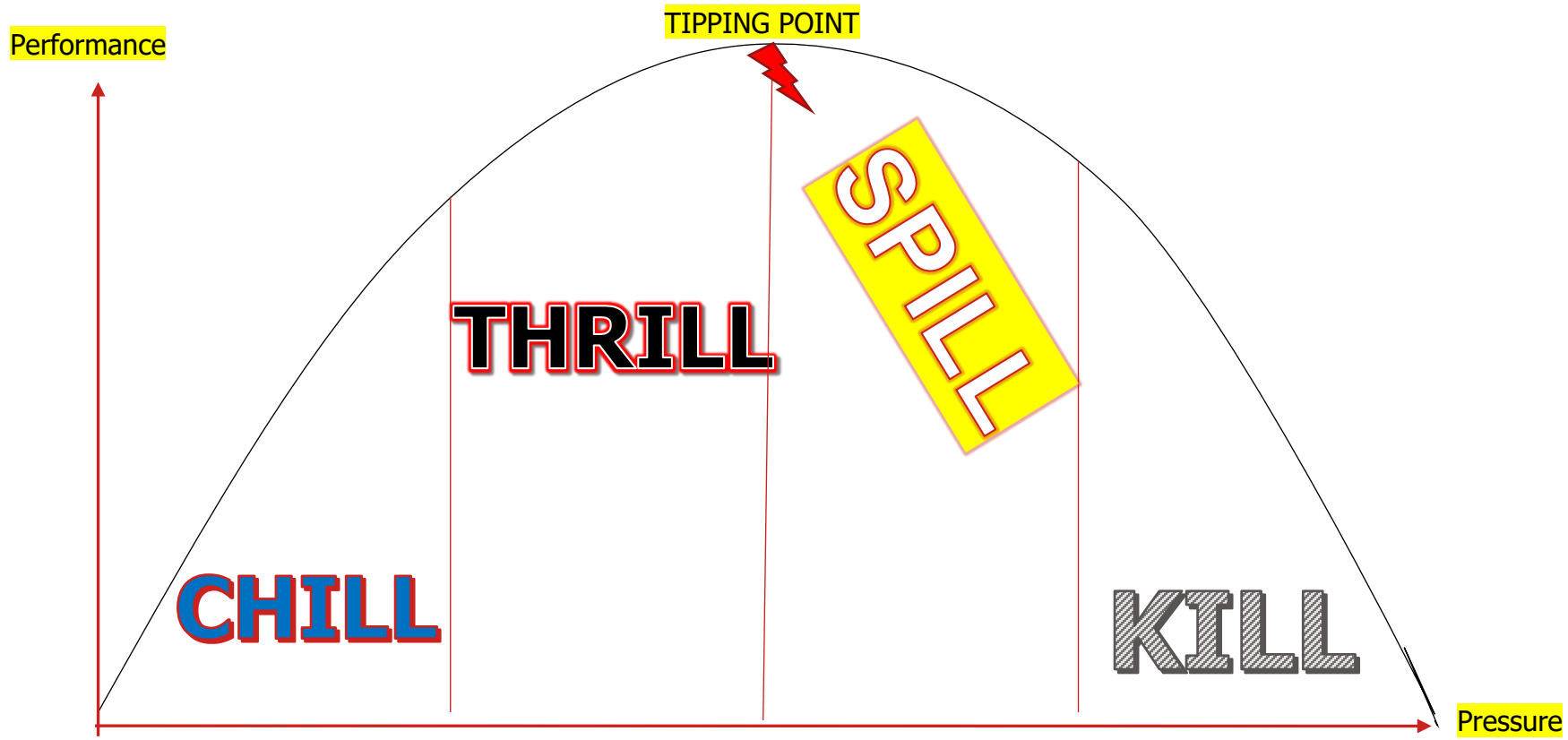
- **Ordered** I know what needs to be done
- **Prepared** I have a plan with milestones
- **Definite** and I'm sticking to it
- **In control** I know exactly what's happening and when
- **On time** I like things to be precise
- **No distractions** I like to focus on one job at a time

Spontaneous

People with this preference are at their best when things are:

- **Changing** I love exploring new things
- **Flexible** my plans are in pencil
- **Casual** I like to keep my options open
- **Last-minute** energised by the rush. Now? why not?
- **Open** Don’t worry you don’t have to decide now
- **New** It’s different so let’s give it a go

Stress Zones



onion

vgc academy

What am I here for?

Focus on results

1. What are your critical goals/targets for success?

2. How measurable, objective and actionable are your goals?

3. How well do you know the most important indicators for the business?

4. What data do you need to collect to demonstrate that you have met these indicators?

SMART objectives

- **Specific** – states exactly what you need to do. What will it look like when you've been successful?
- **Measurable** – includes a quality or a quantity measure
- **Achievable** – It's within your control and with sufficient challenge to motivate you but not too far stretching that it sends you into a panic
- **Relevant** – It is aligned with your business and personal goals
- **Timebound** – It has a clear time frame as to when you will complete it.

Priority Matrix

	URGENT	NOT URGENT
IMPORTANT	1. VISIT HERE DO it	2. LIVE HERE DIARISE it
NOT IMPORTANT	3. DELEGATE it	4. DUMP it

(Source: The 7 Habits of Highly Effective People by Dr. Stephen R. Covey)

Saying No and still being loved

“ A “no” uttered from the deepest conviction is better than a “yes”
merely uttered to please or worse, to avoid trouble”
Mahatma Ghandi

“ Saying NO to someone is actually much more powerful than saying yes”
Tom Hanks

onion

vgc academy

Ways to say NO

Definitely Not

Don't even ask!

Maybe

Not now

NO

Its not possible

I'm afraid not

onion

vgc academy

Steps to saying NO

1. **Listen** – seek first to fully understand the request
2. If the decision is No **say so straight away,** politely but firmly - Don't build up false hopes with wishy-washy answers
3. If appropriate **give your reasons** e.g your workload and current priorities
4. If possible **other alternatives**, someone else or a different time

Saying Yes – Saying No

By saying **YES** to

1

2

3

I am saying **NO** to

1

2

3

By saying **NO** to

1

2

3

I am saying **YES** to

1

2

3

onion

vgc academy

How to boil a frog!

Types of change

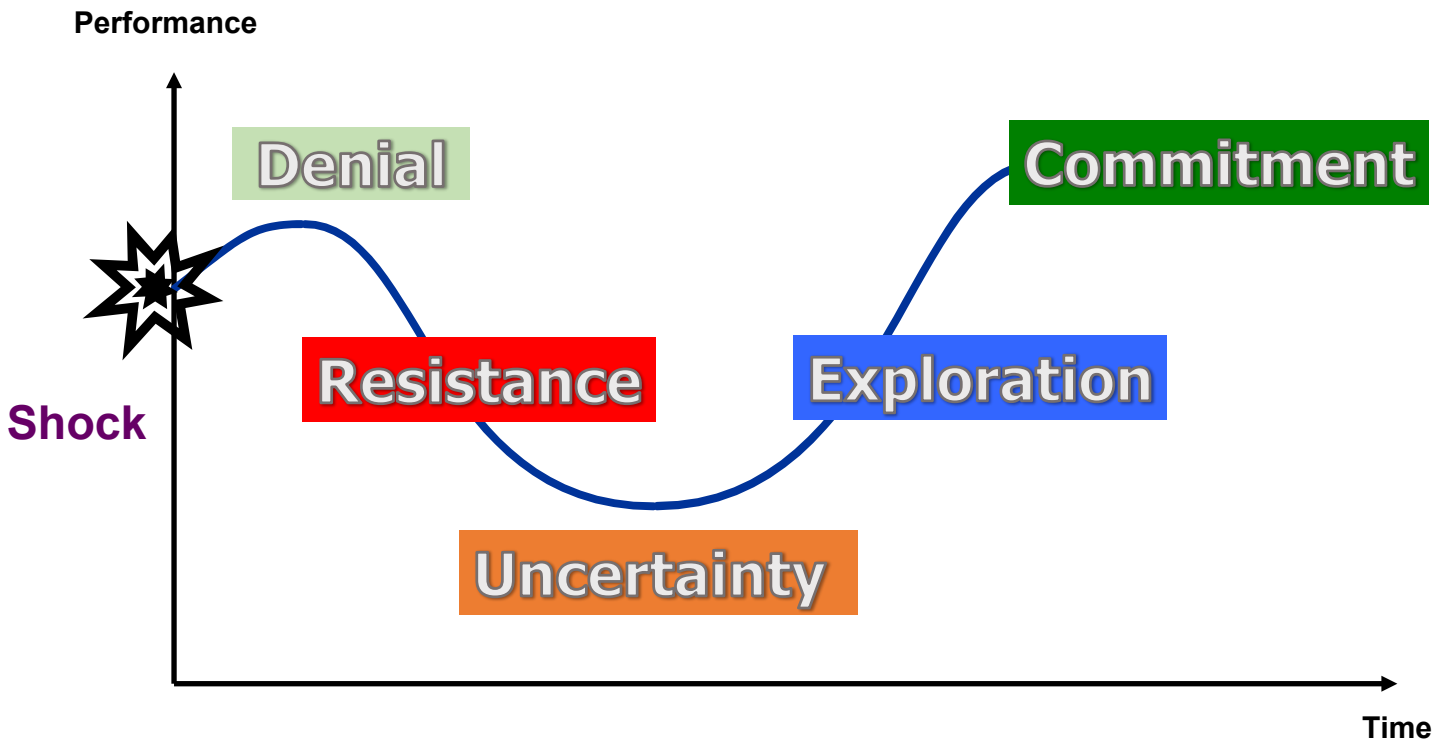
- **Development change** – improving payroll, marketing processes

- **Transitional change** - Company restructures, creating new products and services, implementing new technology

- **Transformational change** – major strategic and cultural changes, adopting radically different technologies, reforming product and service offering to meet unexpected changes in the market

What examples of change have you experienced in the workplace

The Transition Curve



onion

vgc academy

Action Plans

What should I stop doing?

What should I start doing?

What should I continue doing?

onion

vgc academy

Acknowledgements

Designed and delivered by Onion People Development
www.onionpd.com

Supported by funding from the Construction Industry Training Board
citb.co.uk