

Personal Effectiveness Program

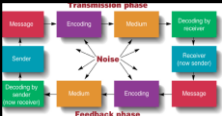
Effective Communication

Sample Slides

Communication

**People
remember**

- 10 percent of what they read.
- 20 percent of what they hear.
- 30 percent of what they see.
- 50 percent of what they see and hear.
- 80 percent of what they say.
- 90 percent of what they say and do.



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The “Sender” - attitudes

- Be Positive**

 - give genuine commitments, avoid conditional phrases, seek creative solutions, look for benefits
- Give credit**

 - alter or ignore shortcomings of others, neither apologise or justify, praise others
- Learn from experience**

 - Say “I learned”, not “I failed”, think positive when feeling low, focus on future options rather than regrets



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Foundations of Assertiveness

- Self-confidence**

 - Self-confident people have a clear and positive self-image and are able and willing to express their needs and wants to others.
 - Their self-confidence gives them the courage to speak up and take a stand
- Reciprocation**

 - the willingness to allow others to be assertive.
 - By definition, assertive people know and express their rights - and they respect others' rights to do the same, which makes them cooperative and reasonable.

Active Listening



Mindsets

Stereotypes	<ul style="list-style-type: none">When someone is identified with a category, and then oversimplified attributes associated with the category are linked back to the individual.
Halo effects	<ul style="list-style-type: none">When one attribute is used to develop an overall impression of a person or situation.
Selective Perceptions	<ul style="list-style-type: none">The tendency to single out those attributes of a person that reinforce one's existing beliefs, values, or needs.
Projection	<ul style="list-style-type: none">The assignment of personal attributes to other individuals.
Fundamental attribution error	<ul style="list-style-type: none">When observers blame another's performance failures or problems on internal factors rather than external factors.
Self-serving bias	<ul style="list-style-type: none">Individuals blame their personal performance failures or problems on external factors and attribute their successes to internal factors.

Managing Emotions

Pay attention to your emotions

- They cause you to focus on what is happening around you and how you are responding
- Don't ignore your emotions hoping the situation will go away. It won't.

Realise that emotions are a part of the workplace

- Some emotions are critical to success. Enthusiasm can produce workers who are more productive.
- Employees who let their negative emotions run rampant can hurt themselves and the company.

Determine the source of your feelings.

- Is the anger or distrust caused by a bad experience in the past rather than something that is happening now?
- Could it be stress?

Lie detection - *Verbal cues*

Response latency

- liars take longer to respond, hesitate more

Linguistic distance

- Not saying "I", but "one may believe"

Low, uneven speech

- Tries to think through their lies, might suddenly talk quickly, attempting to make a sensitive subject appear less significant

An increase in stuttering and slurring

- including Freudian slips

Too eager to fill gaps in conversation

- liars keep talking, silence indicates the other person doesn't believe them

Too many pitch raises

- instead of the pitch dropping at the end of a reply, it is lifted in the same way as asking a question

Personality types

“expressive” personality
“life of the party”

- is overly cheerful, optimistic, vain, and unpredictable.

“analytical” personality
“details, process”

- is unemotional, nonchalant, cool, persevering, and needing direction.

“amiable” personality
“others”

- is soft hearted, oriented toward doing things for others, and is slow in responding.

“Driver” personality
“control”

- temperament is domineering, stubborn, opinionated, and self-confident.

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Verbal and Non-Verbal Cues

Amiable

- Slower Pace
- Fewer Statements
- Quieter Volume
- Non-directive /Relaxed
- Use of Hands
- Leans Back
- Indirect Eye Contact

Analytical

- Monotone
- Task Subject
- Facts/Data
- Less Hand Movement
- Rigid Posture
- Controlled Facial Expressions

Expressive

- Inflections
- People Subjects
- Opinions /Stories
- More Hand Movement
- Casual Posture
- Animated Facial Expressions

Driver

- Faster Pace
- More Statements
- Louder Volume
- Directive Use of Hands /Points for Emphasis
- Leans Forward
- Direct Eye Contact