

# Personal Effectiveness Program

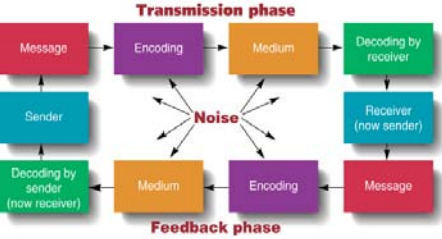
## Effective Communication

*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.



# 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

# 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

- When someone is identified with a category, and then oversimplified attributes associated with the category are linked back to the individual.

## Halo effects

- When one attribute is used to develop an overall impression of a person or situation.

## Selective Perceptions

- The tendency to single out those attributes of a person that reinforce one's existing beliefs, values, or needs.

## Projection

- The assignment of personal attributes to other individuals.

## Fundamental attribution error

- When observers blame another's performance failures or problems on internal factors rather than external factors.

## Self-serving bias

- 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.

# 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**