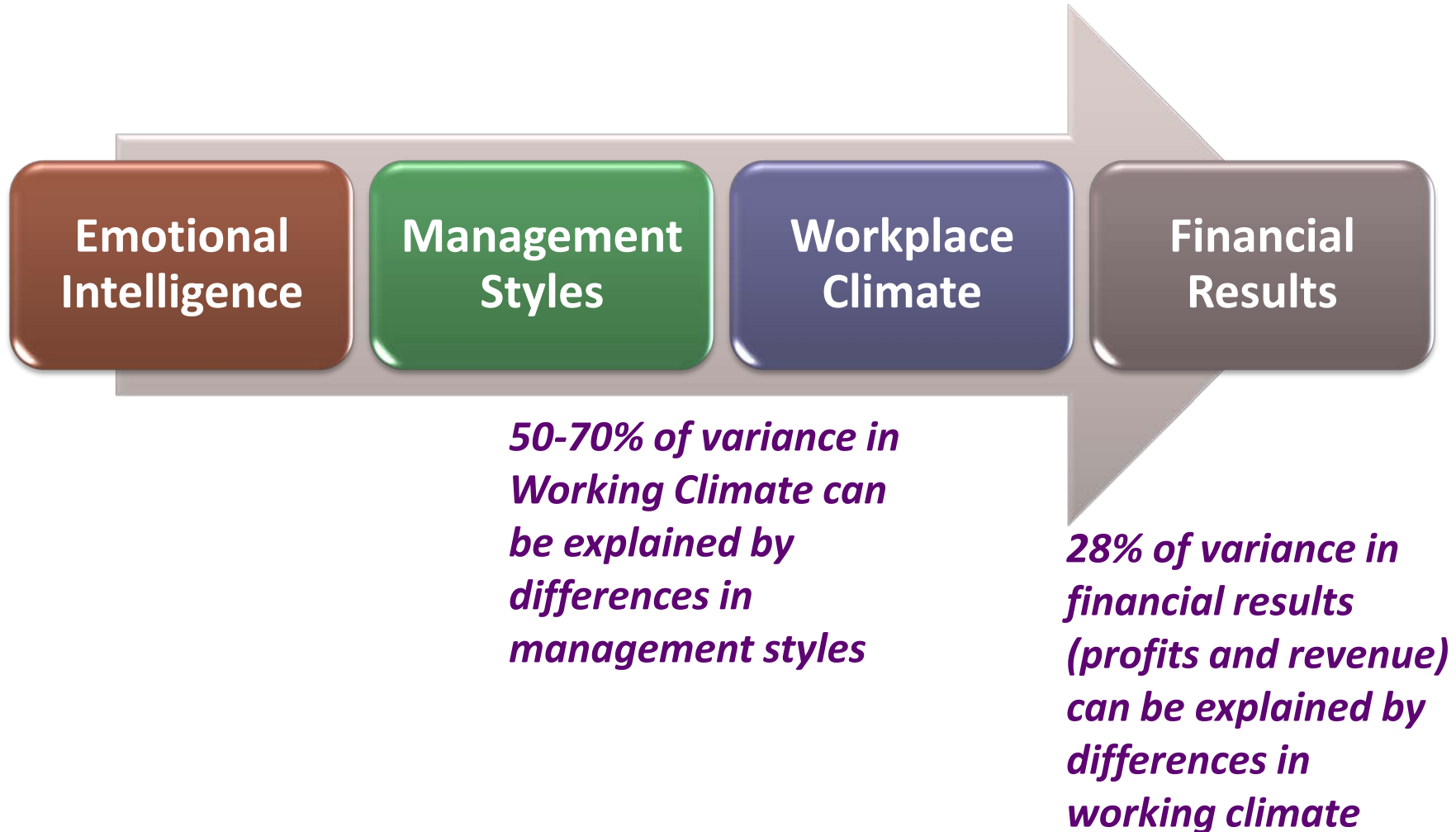


Advanced Management Program

Building Personal Effectiveness
Sample Slides

EI, management style and working climate



The 5 emotional intelligences

Social Skills

**Self –
Management**

**Self-
awareness**

Motivation

Empathy

Emotional Self-Control

What is it?

- The ability to keep your impulsive feelings and emotions under control.
- Being able to restrain negative actions when provoked, when faced with opposition or hostility from others, or when working under pressure.

To develop

- Make a list of all the things that cause you to "lose it" (your triggers).
- Create a strategy to prevent these triggers from causing you to lose your composure and your self-control. eg when I feel angry I will..
- Reduce your stress through physical activity or other types of relaxation techniques (exercise, leisure, etc.)

Self-Confidence

Definition

- Belief in your capability to accomplish a task.
- Conveying your ideas and opinions in an assured manner and having a positive impact on others.

To develop

- Practise what you are not confident about
- Fake it until you make it: adjust your thinking and behaviour to match that of someone who has confidence.
- Once committed, rather than examining your every move, try to act decisively.
- Find someone you trust, for example, a mentor, to help you objectively analyse your ability.
- Search out tasks for which you are qualified.

6 Management Styles

Directive

- “Do as I tell you”

Relational

- “People come first”

Visionary

- “Come with me”

Democratic

- “What do you think?”

Pacesetting

- “Do as I do”

Coaching

- “Let me show you”

Directive Style

“Do as I tell you”

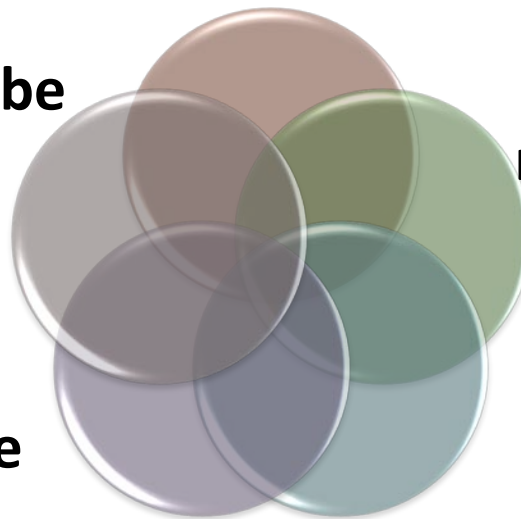
Primary Objective: Immediate compliance

Efforts to motivate can be focused on threats

Relies on “directives” rather than “direction”

Negative, corrective feedback

Close monitoring



The Directive style is most effective

New or unskilled
staff

For quick
turnarounds

Short term work
relationships

During
emergencies

Straightforward
tasks

High risk
situations

With
unmotivated
staff

When all else
has failed

The Directive Style is least effective

When used too often

In the longer term

With complex tasks

When people need flexibility

When you want people to accept responsibility

With emotionally uncontrolled managers

Increasing your directive style

**Get to know the
work**

Give direct orders

Be decisive

**Set clear standards
of performance.**

**Monitor
employees closely**

**Clearly point out
deviation from
rules**