

# Personal Effectiveness

## Content Outline: [2 Days Workshop]

### **A. Self-Awareness**

- Transactional Analysis theory of self-awareness.
- Understanding transactions and their implications for behavior.
- Guidelines for improving transactions and hence interpersonal relationships.

### **B. Effective communication & listening**

- How to achieve clarity in communication.
- Tips for using non-verbal communication effectively to compliment the verbal message & gain instant rapport.
- Assertive communication – use of conscious language.
- Do's and don'ts of active listening.

### **C. Managing attitudes & emotions at work**

- Maintaining a positive attitude at work- A matter of choice
- Impact of negative attitude
- 6 ways to master your emotion.
- Locus of Control – the secret of high achievers is the pursuit of happiness

### **D. Time Management**

- Tools for managing time - To Do Lists, Activity Logs, Planners
- Prioritizing - Urgent and Important matrix
- Managing time wasters
- Overcoming procrastination

### **E. Managing interpersonal conflict**

- Different types of conflicts and how they arise.
- Role of perceptions in conflicts.
- Benefits of constructive conflicts.
- Conflict resolution styles.
- Tips for effective conflict resolution

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