

## **Personal Effectiveness – part I**

Standing up for your opinion, saying ‘no’ to a boss a co-worker, asking for more information while you think that you’re supposed to be the expert, these are sometimes difficult aspects of your day-to-day work. They can consume a lot of your attention and energy and make you overall less efficient and even less effective. This first part of the training Personal Effectiveness focuses on just that: how to improve a number of basic personal skills that you need every day in a working environment. During the three evenings you’ll also learn how to keep track of your tasks in such a manner that you can concentrate on the core of your work. You’ll also get a chance to practice your skills on an actor to see how effective you can be.

Program part I (3 evenings)

### *Day 1 Look here and listen*

- Welcome and introduction.
- Goals for the training.
- Communication basics
- What’s your goal? Presenting what you want in an elevator pitch style.
- Assertiveness test. Quick test to understand assertive behaviour.
- Discussion about when you are and when you’re not assertive?
- Theory of assertiveness, non-assertiveness and aggressiveness:
  - What is assertive, non-assertive and aggressive behaviour?
  - Causes of non-assertive behaviour.
  - Verbal and non-verbal communication.
- The ‘Rose of Leary’ as an interaction model.
- Review and discussion of everybody’s Rose.
- The ‘Rose of Leary’ and assertive behaviour.
- Homework: prepare a case for practicing with the actor.

### *Day 2 I’m here (Simulations part 1)*

- Welcome and review of the previous sessions.
- Practicing with the actor in the use of the ‘rose of Leary’, and assertive behaviour in difficult situations on the basis of own practices. After each exercise participants receive feedback and tips.

### *Day 3 Taking charge*

- Welcome and review of the previous sessions
- Getting Things Done. This is a practical guide to become more time efficient.
- Giving and getting feedback
  - Helping thoughts
- Addressing barriers:
  - Helping thoughts for assertive behaviour.
  - Reduce tension.
- Evaluating training goals and defining next steps.