Personal Effectiveness

Learning Objectives:

- Building awareness of how participants can enhance their potential by developing plans for personal growth and development
- Developing their own personal action development plans and aligning them with organizational objective
- Understand the importance of having a positive and empowering self-image and how to manage unproductive attitudes and behaviors
- Boosting self-esteem and self-confidence levels
- Engage in the best practices of time management techniques to minimize time wasted on unproductive activities and behaviors
- How to effectively prepare and manage productive meetings
- How to manage unhealthy conflict and transform differences of opinions to innovative ideas
- Effectively identify root causes of problems, create several options and select the best options available
- Develop exceptional communication skills to enhance customer experiencing by effectively analyzing needs, building truth, empathy and create long term profitable relationships
- How to guide the customer to making the best possible decision to ensure high levels of satisfaction
- How to use non-verbal communication strategies
- Easily identify and tackle customer objections and concerns
- Effectively handle difficult customer behaviors and upset customers

Module One Maximizing your potential:

- Personal Growth Explained; Its importance and how it fits the organizational Strategy
- The importance of adopting a flexible mindset towards change in today's fast paced industry; the personal and organizational consequences of not doing so (Real Life corporate examples of failure to adapt to change)
- How to Align Individual objectives with the organizational objectives and strategy
- The personal Responsibility PRO model
- Developing Robust attitudes by setting high intentions and aligning personal values with organizational values
- How to program your mind to manage negative attitudes and emotions (Meta-states Model)
- Building an empowered mind set towards learning and development
- The 5 facets of the Self and building a positive self-image with an outlook towards success

- How beliefs influence behaviors; Self-discovery to flush out toxic beliefs and replace them with more empowering ones
- Goal Setting that works; How to formulate Well-formed outcomes and align them with intention and values for enhancing self-motivation
- Conflict of interests; When personal goals do not match organizational goals
- Planning your route towards success; Developing a personal Development action plan for growth using the G.R.O.W model (The roadmap).

Module 2 Optimizing your Time:

- Where does all the time go?
- What time management really is
- The psychology of how our mind relate to time; Introduction to Timelines (In-time mindsets, through time mindsets) When would it be best to use each.
- How the past choices influence our future decision (Timelines revisited)
- Common Mistakes of time management
- Personal Productivity and time management
- The time bandits; Identifying them and dealing with them
- Setting Priorities using the Urgent/Importance Matrix
- The P.A.T approach to managing meeting effectively
- What to do before meetings? How to prepare
- 4-matting meetings and setting ground rules
- The meeting is over, what are the next steps?
- The Truth about Multi-Tasking; is it really useful? (common myths busted)
- Creating the balance (Efficiency Vs. Effectiveness Matrix)
- The six practical steps to effective problem solving
- Clearly defining the problem (Symptoms Vs. Causes)
- 3 Easy techniques to creating innovative solutions
- Selecting the best solution

Module 3 Fundamentals of communication:

- Introduction to the NLP communication models; Identifying barriers and filters to effective communication
- An Introduction to T.A. (Transactional analysis) model of communication for clear communication
- How to read and use body language for excellent communication
- How to build rapport using body language for building effective relationships
- Empathy, Sympathy, and apathy.
- The 3 hidden secrets about empathy.
- Reading and communicating with others easily; Carl Jung personality types model.

- Win-Win Communication; Assertive communication for reaching desirable outcomes with others
- Easily manage conflict using 3 easy tools (Situational analysis, Agreement frames, Chunking) without offending.
- How to focus on reaching Win-Win outcomes in times of conflict (The 5 styles of handling conflict)
- Utilizing the communication technique to building lasting relationships
- Cultural barriers, are they really barriers? Utilizing cultural differences to reinforce and build stronger relationships
- The 7 barriers to creating good working relationship

Language:

- The materials for the trainees will be in English.
- The language of instruction will be in Arabic / English.

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