

# PERSONAL EFFECTIVENESS

Pauline Gangla  
Thursday 12<sup>th</sup> July 2018

# The Objectives



- Unpack top skills to achieving your PE index
- Explore the linkage between personalities, leadership styles & organizational systems
- Share insights, foresight and nuggets of wisdom

# Session outline



Time	Activity
10 mins	Objectives & Overview
30 mins	<ul style="list-style-type: none"><li>• Top 5 PE skills Resource – 2 videos</li><li>• Linking personalities, leadership and organisational systems Handout</li></ul>
20 mins	Panel discussion
20 mins	Open discussion
10 mins	Recap and Closing remarks

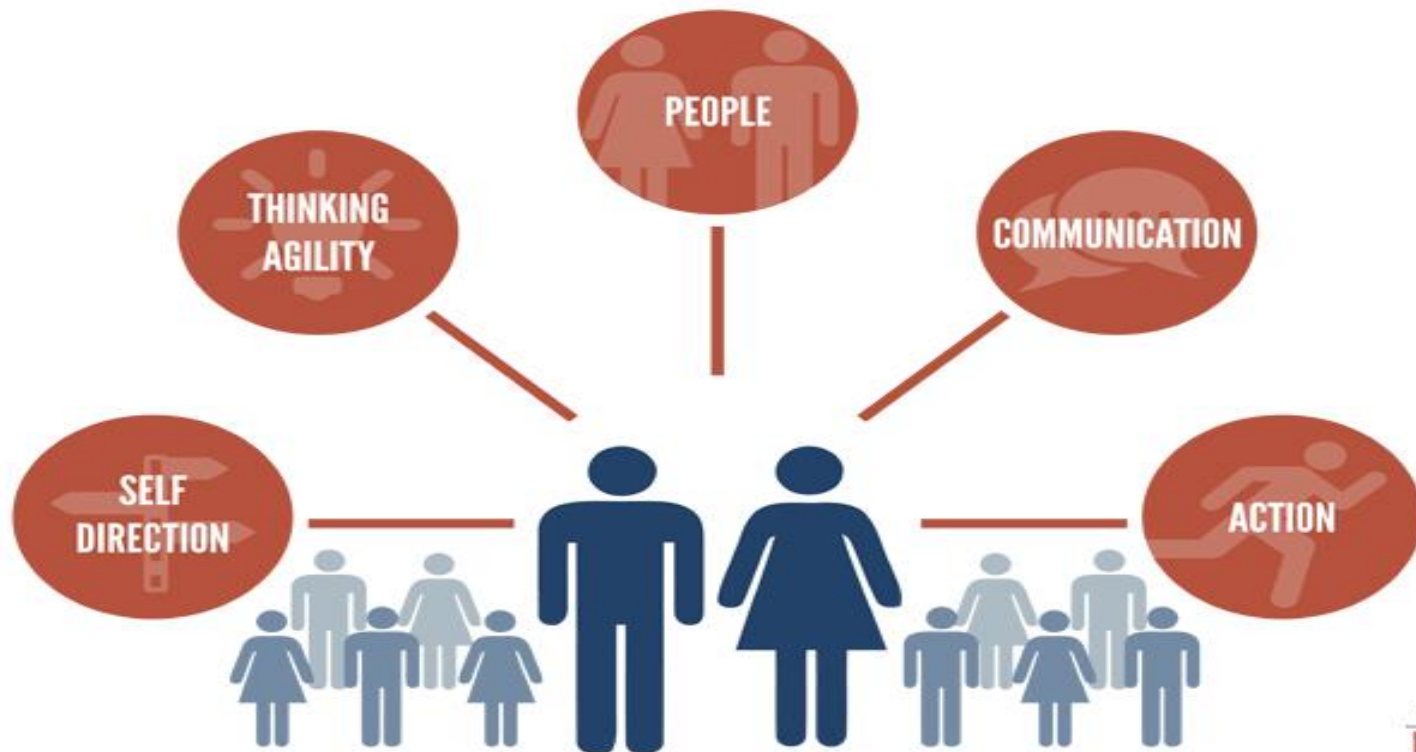
# Today's workplace



# Your leadership pipeline



## 21ST-CENTURY LEADERSHIP





# Your inner circle



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# Top PE Skills



1. Emotional Intelligence
2. Interpersonal skills
3. Managing others
4. Influencing others
5. Leading/managing a high performing team

# 1. Emotional Intelligence





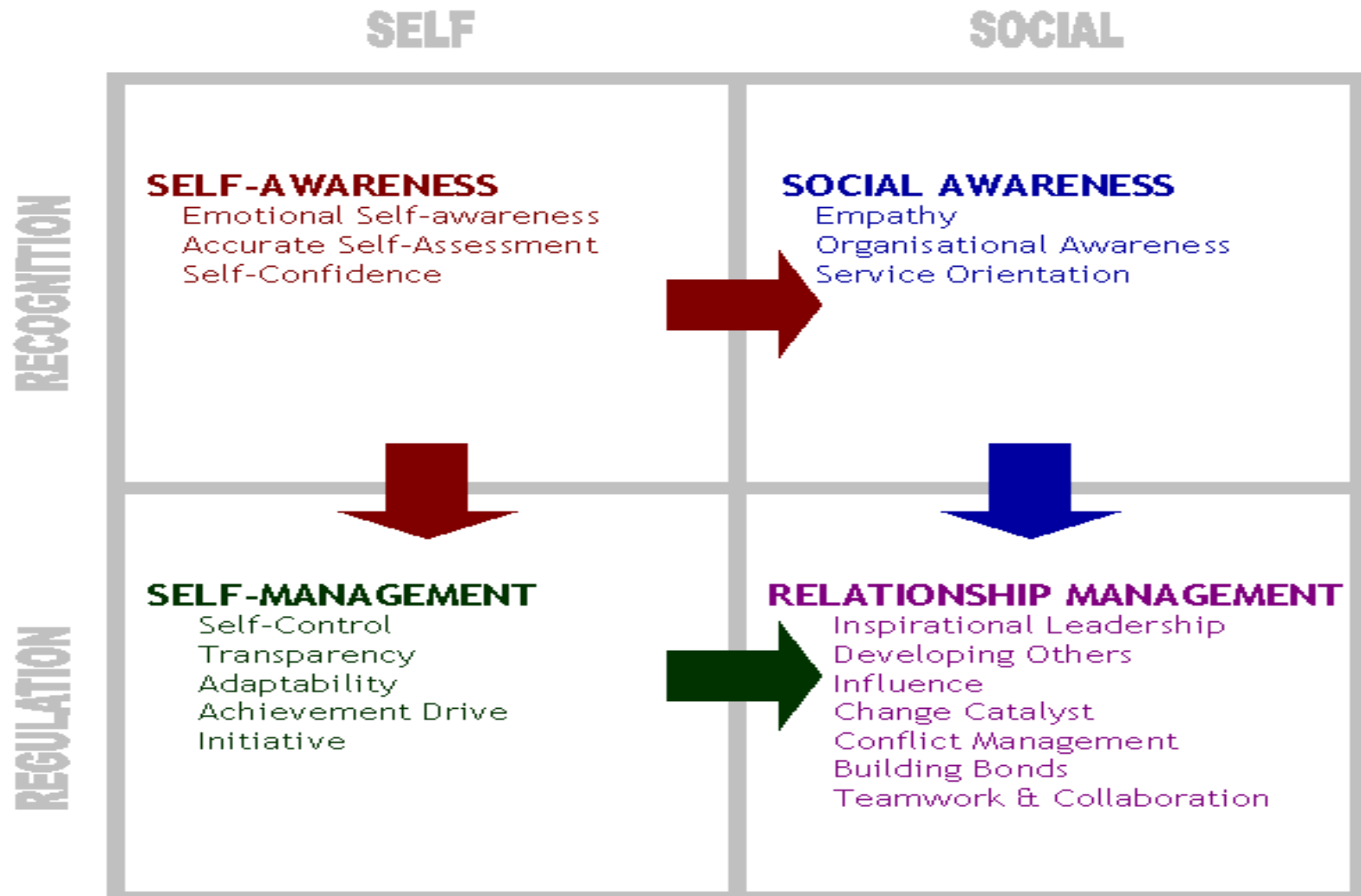
# Emotional Intelligence



## Emotional Intelligence Domains and Competencies

SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation	Organizational awareness	Conflict management
	Positive outlook		Teamwork

# Emotional Intelligence



## 2. Interpersonal skills



# Interpersonal skills





# Interpersonal skills



### 3. Managing others



# Managing others



# Managing others



INSPIRE

MOTIVATE

IMPROVE

BE  
POSITIVE

FOCUS

BE  
CREATIVE



## 4. The Power of Influence



WHO IS THE MOST INFLUENTIAL  
PERSON IN YOUR LIFE?

# Why should we be influential?



- Impacts business results directly
- Gets you through the door
- Build a culture of trust and credibility
- Gives you control
- Role modelling
- Create value with your life

# The Power of Influence



# The power of influence

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## Key points:

- Career and personal lives
- Build and Nurture relationships
- Inspiring and motivating people
- A coach/mentor/role model
- Trust is earned not given



# 5. High performing teams



# High performing teams



## The wisdom of geese

- Stand with others/teaming
- Trust
- Respect for leadership
- Affirmation - leaders/others/self
- Sharing leadership/empowering others
- Allow for mistakes, learn from failure

# Enhancing personal, team and org effectiveness



## Less than stella results?

- Employees not working well together
- Leadership is ineffective
- Business systems not encouraging needed behaviours

# Enhancing personal, team and org effectiveness



## Employees not working well together

- Passive behaviour
- Dominant behaviour
- Independent behaviour
- Interdependent behaviour



# Enhancing personal, team and org effectiveness



## Ineffective leadership

- Authoritarian behavior
- Laissez-faire behavior
- Connective behavior

# Enhancing personal, team and org effectiveness



## Business systems not encouraging needed behaviors

- Dependent business systems
- Independent business systems
- Interdependent business systems

# Improving chances of success



- Examine causal factors as potential risks
- Teaming
- Collaborative Leadership
- Understand interdependencies and align
- Organizational change efforts
- Professional development

# In summary



## a) 5 top skills to achieving PE index

- ✓ Emotional intelligence
- ✓ Interpersonal skills
- ✓ Managing others
- ✓ Influencing others
- ✓ Leading/managing a high performing team



## b) Link personalities, leadership styles & organizational systems = PE Index

# Panel discussion





# Contacts



Name	Pauline Gangla CHAIR: ICPAK Soft Skills panel
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Soft skills	<ul style="list-style-type: none"><li>• Personal Effectiveness</li><li>• Emotional Intelligence</li><li>• Self Confidence &amp; Self Esteem</li><li>• Building high performing teams</li><li>• Time management</li><li>• Empowering others</li><li>• Professional Etiquette</li></ul>
Other expertise	<ul style="list-style-type: none"><li>• Career Coaching, Resume Writing &amp; Mentoring</li><li>• Session moderator at conferences, seminars &amp; workshops</li><li>• Proposal evaluation</li></ul>