

Course Outline

Synergy *Greek: synergos – working together...of two or more agents to produce an effect greater than the sum of their individual effects*

PERSONAL EFFECTIVENESS

2025-26

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This programme can be tailored

5

PERSONAL EFFECTIVENESS

2–3 day programme incorporating role play & dvd clips

OVERVIEW

- Plan and use your time more effectively
- Understand your own behavioural style and the preferred style of others
- Know why we build relationship more easily with some people and not others
- Learn how to build better working relationships & adapt your approach with colleagues/clients
- Receive a full report/personal feedback on your strengths, limitations and strategies for improvement

OBJECTIVES

Building behavioural skills to:

1. Prioritise work to achieve more
2. Plan for success, manage yourself & contribute to a positive work culture
3. Build stronger inter-personal relationships
4. Provide the tools to resolve communication problems & barriers

RESULTS

More productive relationships with your boss, peers & subordinates [your team]

Elegant influencing skills that work

Greater self-awareness & impact

More efficient planning & effective implementation of workload

Improved capability to handle difficult relationships/challenges

TOOLS

Goal-setting document

The Insights behavioural model for identifying styles & preferences

A comprehensive behavioural report with suggestions and action plans

A personal communication action plan

The Priority matrix

GETTING RESULTS via PRODUCTIVE RELATIONSHIPS

CONTENT:

1. The importance of goal-setting – the C.R.E.A.T.E. model
2. Aligning personal goals & motivation at work
3. Time management. Doing the right things – daily and weekly planning linked to goal-setting
4. The Priority matrix – how to distinguish between urgent and important tasks. The Pareto principle and the 50:50 approach to planning realistically
5. The three most common work styles and how to manage these in a demanding environment
6. Dealing with timewasters & procrastination, staying on track & how to be more productive
7. Identifying drivers – resolving inefficient work practices
8. Influencing for success – getting the right outcomes and negotiating deadlines through pacing & leading techniques
9. Understanding behavioural preferences & communication styles – The Insights Discovery model
10. Difficult behaviour and the concept of 'opposite types' – building rapport with difficult people under pressure
11. Building more skills – critical assertiveness techniques to influence others effectively
12. Dealing with stress and staying in control

Participants complete an online questionnaire via prior to attendance on the programme. A Personal and individual comprehensive report is produced providing feedback on the following topics:

- » General overview of the person's main characteristics
- » Decision making style & other attributes
- » How they prefer to communicate with others
- » How they prefer others to communicate with them
- » Strengths and limitations in their preferred style
- » A description of their 'opposite type'
- » How to handle people of opposite type to them

EACH PARTICIPANT WILL RECEIVE 1:1 FEEDBACK ON THEIR REPORT & GUIDANCE ON SETTING ACTION PLANS