

Personal Resilience & Effectiveness

- getting the best of yourself by effectively managing time and tasks

Part 1

Delegate Workbook



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Who is it for?

This module has been designed to support anyone who requires to be more effective in managing their time and feeling more in control of work events, managing work pressure and stress, whilst maintaining motivation and a healthy well-being.

Overview

Our work and personal environments are now more demanding and more competitive than ever. Managing time and work pressures are synonymous. We find ourselves working harder and longer. Recognising the need to evaluate the way we use time is the positive action required to reduce workplace pressures. This module introduces you to a range of tools and techniques that allow you to take charge of your time and respond proactively to changing demands.

Objectives:

- Identify personal challenges and raise self-awareness to barriers in managing time.
- Recognise the difference between urgency and importance and identify activities and prioritise accordingly.
- Implement scheduling and monitoring tools to keep you on track.
- Managing personal performance through SMART goal setting and action planning.
- Apply a range of time management tools to feel more in control of work events instead of being driven them.
- Implement a range of coping strategies to effectively manage work pressures and raise personal performance.

Personal Resilience

Resilience isn't about pushing through, taking control or carrying on regardless of how you feel; it's about developing ways that help you manage when facing situations you find stressful. But we all respond to stressful situations differently. You may be someone who can carry on without a second thought, or perhaps you're someone who finds quite minor difficulties overwhelming. Having an ability to respond well to, and learn from, stressful situations is what we think of as resilience. So, a good way to think of resilience is; your ability to cope with, or recover from, stressful or provoking situations.



Currently, a quarter of all employees view their jobs as the number one stressor in their lives, according to the Centres for Disease Control and Prevention. The World Health Organisation describes stress as the "global health epidemic of the 21st century". Many of us now work in constantly connected, always-on, highly demanding work cultures where stress and the risk of burnout are widespread. Since the pace and intensity of contemporary work culture are not likely to change, it's more important than ever to build resilience skills to effectively navigate your work-life.

Key competencies that enhance personal resilience

Consider the following eight competencies and rate yourself out of 10:

Personal Effectiveness Ability to manage your time, effectively plan and define short and long term objectives and prioritise accordingly to achieve.	
Managing work pressures and stress Feel more in control of work and personal events and challenges. Developing a proactive and optimistic mindset and stop feeling tired and worn out because of the pressure of work.	
Self Motivation Being determined and persistent in achieving the important objectives without being distracted by spontaneous desires or the less important things. Having an optimistic outlook.	
Problem solving and decision making Ability to identify and solve problems, overcome challenges and confidently make decisions and implement solutions to positively achieve projects and objectives.	
Self Awareness Have a good understanding of self, recognising your positive qualities and strengths, whilst being aware of your limitations and potential blind-spots. Open to personal development.	
Interaction & Relationships Able to interact well with a wide range of people in different environments. Ability to build rapport with people and get positive co-operation. Feel both liked and respected by others.	
Managing Change Identifying opportunities for change and personal development and taking the initiative to implement plans and feel in control of both your short and long term future.	
Self Confidence Having an inner self confidence knowing your actions and their consequences are positive and leading to desired outcomes for you and others. Trusting yourself and your capabilities.	

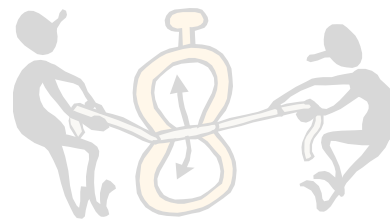
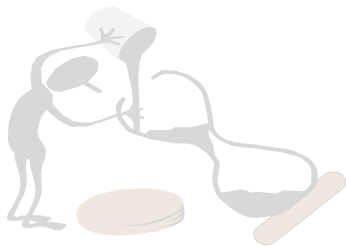
Personal Effectiveness

Personal effectiveness or self-management provides a foundation that allows you to enhance your resilience by being more in control and proactively driving events instead of being driven by them. There are always going to be times when you can't control a situation, and that's okay, but you can always control how you respond to it.

What do we mean by 'Personal Effectiveness'?



List the things which prevent you from achieving your daily/weekly/monthly objectives?



Key factors that enhance personal effectiveness

- 1.
- 2.
- 3.
- 4.
- 5.

Some Introductory Thoughts

Although good use of time is often referred to as 'Time Management', those words in themselves are a fallacy. Time itself cannot be managed, it moves on regardless of any human activity. The use of time however can be managed and self-organisation is possible and requires simple practical skills.



Awareness of how time is spent and wasted is one of the first steps to being able to use it better. One interesting aspect of time-management, which should be considered, is that of wasting other people's time by being disorganised, late, taking on too much and/or over promising. Whilst a manager has a great deal of control over their own time, and that of the people they manage, gaining outputs from colleagues and other people they have no control over can become a real challenge.

Working hard or long does not always mean best use of time. Many people appear to be working hard and/or long, yet in fact can be accomplishing very little. Constant activity is another form of behaviour, which does not always signify achievement. You must be careful to distinguish between activity for its own sake and activity that gets results.



If you're sometimes frustrated about how little you accomplish during your work day, you're not alone. Research indicates that only 26% of people often leave work having accomplished the tasks they set out to do. It is common to feel as if you have been busy but haven't done anything important. Of course, life is not about being a productivity robot in which every second of our day is being effectively used. But most of us do want to feel organised, in-control of work events and efficient in pursuing key objectives and solving critical problems.

Personal Effectiveness Self-Assessment

Complete this self-assessment to demonstrate your level of personal effectiveness. You have **three minutes**. Read all the instructions before doing anything else.

Instructions:

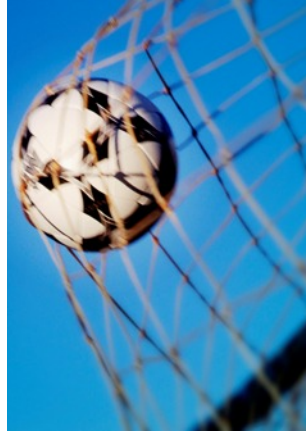
1. Write your initials in the top right hand corner of this sheet.
2. Write the total of $3 + 16 + 32 + 64$ here:
3. Underline instruction 1 above.
4. Write the name of your favourite football team or TV programme in the space below
5. Write down the number of vowels contained in your answer for question 4.
6. Draw three circles in the left hand margin.
7. Put a tick in each of the circles mentioned in 6.
8. Sign your signature at the foot of the page.
9. Divide 50 by 12.5 =
10. When you get to this point in the test, stand up, then sit down and continue with the next item.
11. If you have carefully followed all these instructions, say out loud you have.
12. On a separate piece of paper, draw what an upright bicycle looks like from overhead.
13. Check your answer to item 9, multiply it by 5 and write the result below
14. In the space below write the 5th, 10th, 19th and 20th letters of the alphabet.
15. Circle this text.
16. If you think you are the first person to get this far, call out 'I'm in the lead'.
17. Underline all the even digits on the left hand side of the page.
18. Now that you have finished reading the above instructions, complete questions 19 and 20 only.
19. How old are you in 10 years time?
20. Draw a simple snowman in the space below and give him/her a name.

Name: _____

Personal Time Profile

On page 3 we identified the following five factors that influence our ability to be personally effective and manage our time, people and tasks. Let us now consider these and how they impact on our performance.

- Goal setting and planning



- Application of time management tools

- Procrastination (making decisions)



- Assertiveness

- Managing work pressures and stress



Time to Download

This is a chance to write down things which have been confirmed and more importantly, new things that have been learnt. If you have been reminded of something that you knew but had never done anything about, it can be classed as newly learnt.

'To know and not to do, is not to know'

As a result of this Seminar what is one thing you are going to:

STOP doing

CONTINUE doing

START doing