

Agenda



- Success and successful people
- Remaining motivated and setting personal goals
- How to spend time on what matters most
- Organising and prioritising your time
- Key challenges and how to overcome them
- Goal setting with mentors

Success



- What does 'Success' mean to you?



Success



Definition

“Success is the progressive realization of predetermined, worthwhile, personal goals.”

Paul J Meyer

Founder of the Personal Development Industry

Success



- Motivation
- Habit



Success



Motivation

Success



Motive/action

Success



What motivates you?

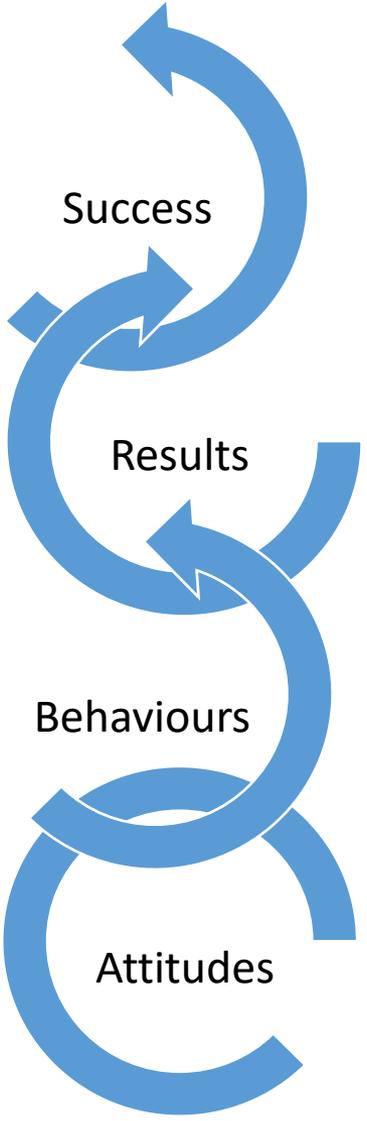
- Fear motivation
- Incentive motivation
- Attitude motivation

Minimum of 2 things that motivate you

Success



Habit



Conditioning

Successful People

- Goal directed
- Self-motivated
- Positive mental attitude
- Emotionally intelligent





Time Management

Time management



Time management



- Effective

- Efficient

Time management



- **Effective**

Doing the right things in order of priority

- **Efficient**

Doing things right

Time management

Pareto's Principle – the 80/20 Rule

80% of the results

are gained from

20% of the effort



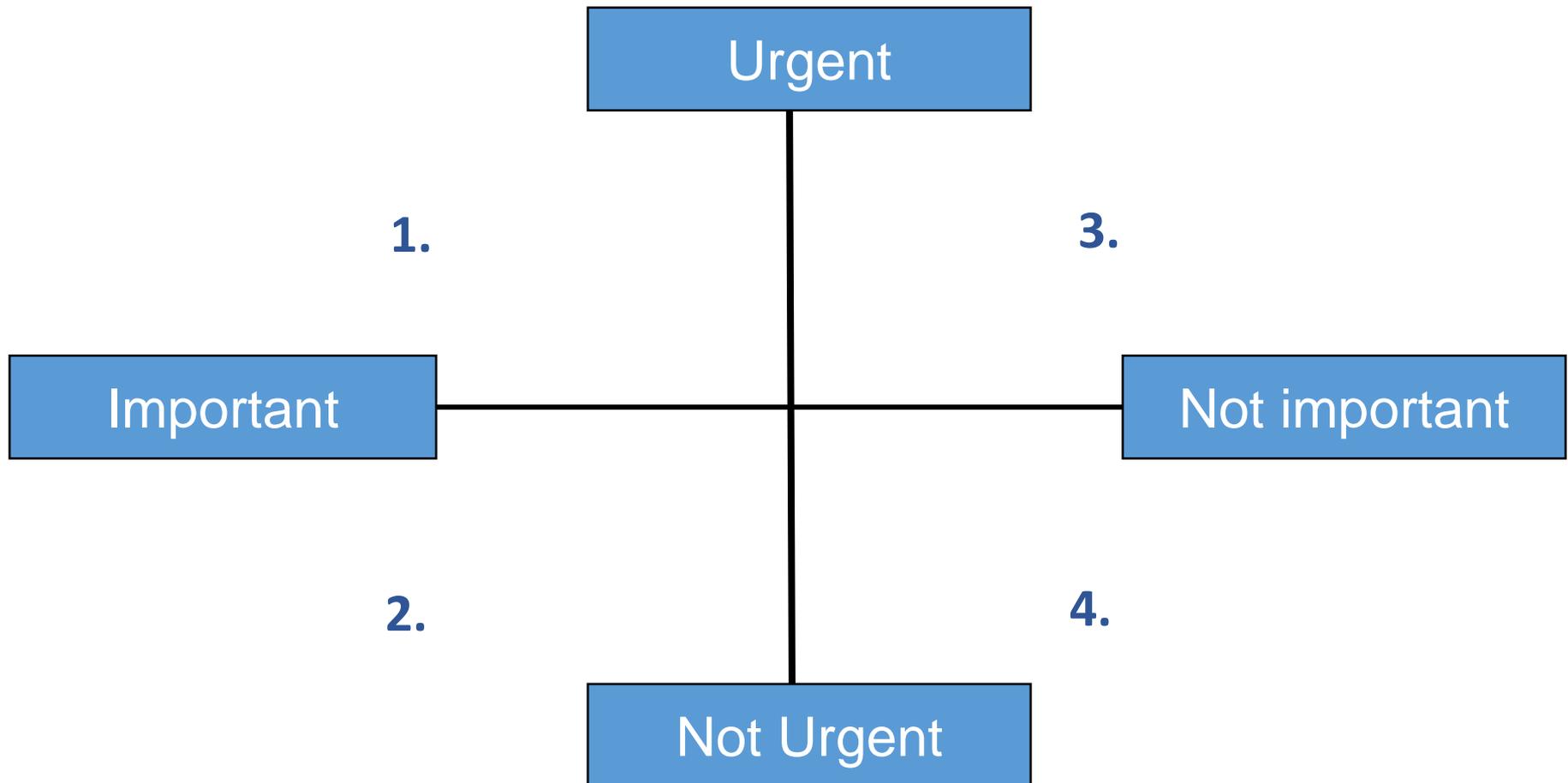
Time management

Key challenges to focusing on 'high pay off' activities

$$E + R = O$$

Time management

Time Management Matrix





Assertiveness

What is assertiveness?



What is assertiveness?



Passive

Assertive

Aggressive

Want to be liked

Want to be respected more than liked

Want own outcomes at any expense

Hold back own views to avoid conflict

Ensure they are properly understood

Show hostility and display temper to dominate

Don't want to upset

'Want to explain their own views/needs

Appear threatening

Trying not to dominate

Want to take account of others' feelings

Want to appear strong

Feeling of guilt because of conflict

Will enter conflict but prefer to stay calm

Do not want to engage with other views

Being a victim?

What is assertiveness?



Exercise

- Group 1 – Aggressive
- Group 2 – Passive
- Group 3 - Assertive

Write down behaviours you associate with the above

What is assertiveness?



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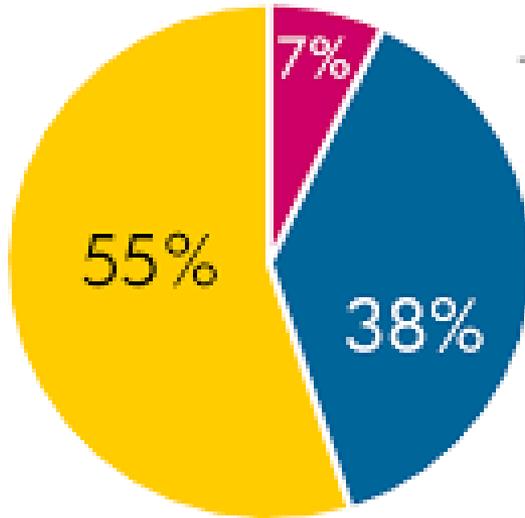
What language do you associate with the behaviours?

Conversation techniques

- Discrepancy assertion
- Respond, don't react
- Change your verbs
- Use 'I' statements
- Ask for more time
- Broken record
- Be aware of body language



Non-verbal communication



Dr. Albert Mehrabian's 7-38-55% Rule

Elements of Personal Communication

- 7% spoken words
- 38% voice, tone
- 55% body language

“The non-verbal elements are particularly important for communicating feelings and attitude, especially when they are incongruent”

Dr Albert Mehrabian

The skills of assertiveness



Non-verbal

- Stand/sit straight
- Maintain direct eye contact
- Use facial movements, consistent with words
- Use hand gestures
- Slow down your speech

Benefits of assertiveness



- Gives you the confidence to help others
- Increases your feelings of self-worth
- Gives you the freedom to ask for what you want
- Makes you feel more content
- Improves your relationships



Putting it all into practice



Can you be assertive?



Any questions?





Negotiation

What is negotiation?



Definition

“ Negotiations are formal discussions between people who have different aims or intentions, especially in business or politics, during which they try to reach an agreement”

Collins Dictionary

“A result that is good for everyone who is involved in a situation”

Cambridge English Dictionary

Core skills for negotiation



In groups

- Identify the core skills for negotiation



Building rapport



- What is rapport?
- How do you establish rapport?

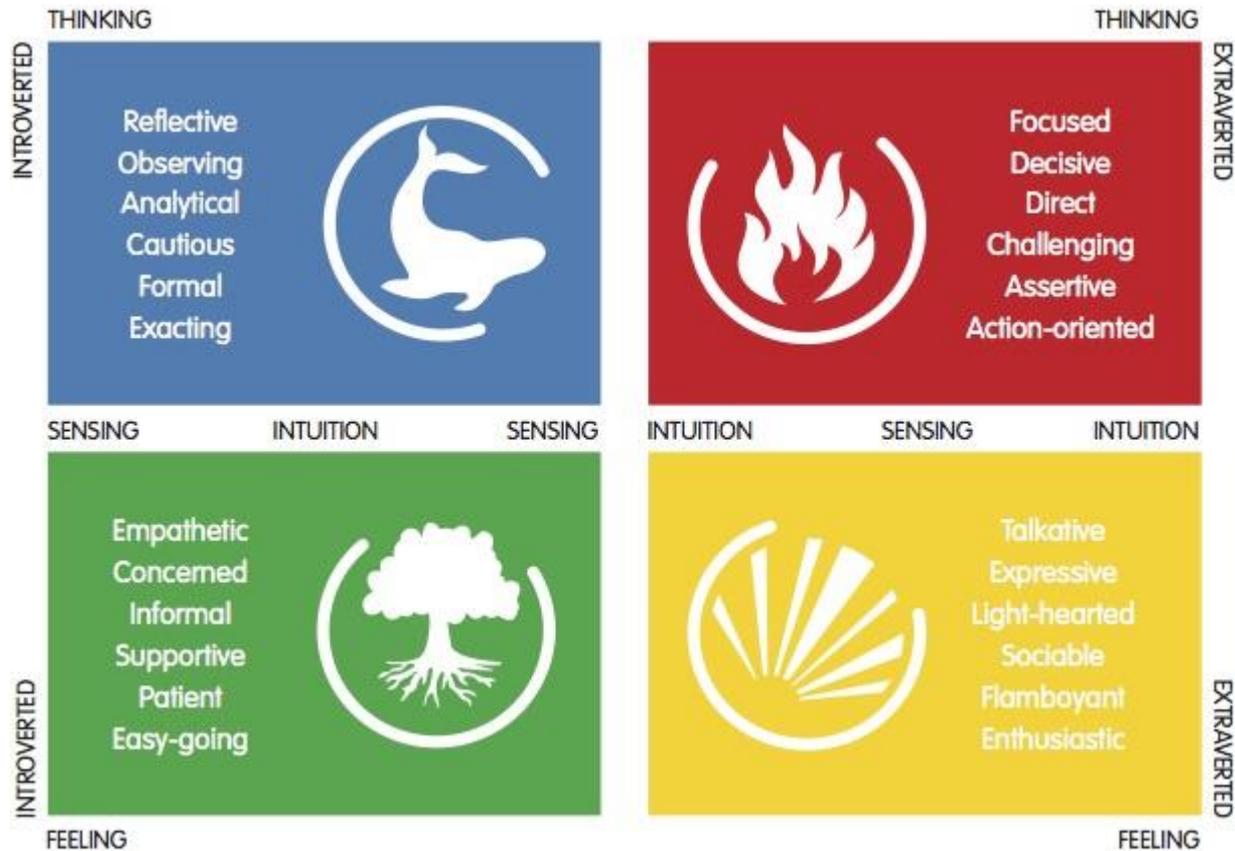


How to build rapport



- Communication skills
 - Eye contact with a smile
 - Remember names
 - Listen actively
- Ask questions until you find COMMON GROUND
 - How long have you lived here?
 - Where did you study?
 - What is your favourite holiday destination?

Different types of people



Preparation for negotiation

- Goals – yours and theirs
- Bargaining power – Have-Want Grid
- BATNA
- Past and future
- Balance of power – Double SWOT



Double SWOT Analysis



Strengths	Weaknesses
Opportunities	Threats

Negotiation tools

- Goals – yours and theirs
- Bargaining power
- BATNA
- Past and future
- Balance of power – Double SWOT
- Fair outcome

Putting it all into practice



Time to negotiate!



Any questions?

