



# Personal and Interpersonal Effectiveness Seminar



## Curriculum Overview

- completely customizable to Client needs

### Timing

Half-day seminar and so 230 minutes of learning (assuming 1 x 10min break)

### Core Objectives

- For Participants to see how their own perceptions and behaviors have a profound impact on their level of effectiveness, personally and interpersonally.
- For Participants to be reminded that we are all meant to be of service to each other – the core of being personally and interpersonally effective is to see yourself as being of service to others.
- For Participants to experience the positive and negative impact that language has on ourselves and others. Participants will be challenged to consider how they should *mind their language* and break habits that use words and phrases that bring themselves and others down.
- For Participants to explore the five levels of listening (pretending, selective, defensive, attentive and empathic) and be reminded that our normal mode of operation should be attentive listening and that we should consider employing empathic listening when there's high emotion involved.
- For Participants to discuss and practice effective feedback methodologies for both performance applauding (positive) as well as performance improving (negative/constructive) feedback.

### Outline

| Module   | Title   | Time       |
|----------|---|------------|
| Module 1 | Setting the Foundation                        | 25 minutes |
| Module 2 | Service to Others                             | 20 minutes |
| Module 3 | Mind your Language                            | 40 minutes |
| Module 4 | Five Levels of Listening                      | 45 minutes |
| Module 5 | Effective Feedback                            | 90 minutes |
| Module 6 | Summary, Additional Resources and Evaluations | 10 minutes |



## Module Summaries

### Module 1 - Setting the Foundation (25 minutes)

Objective: Participants are welcomed into a conducive learning environment and are engaged by the credibility of Newleaf Training and Development and the facilitator's background. Participants are stirred to consider the results they get in this area of professional development come from their own behaviors which in turn come from their own perceptions.

Participants are reminded of the principles this program is based upon and are encouraged to consider how they yield better results when their perceptions and behaviors align with these principles. The objectives for the program are clarified and a learning framework is presented and agreed upon to help maximize the effectiveness and efficiency of the available time.

|          |                                  |            |
|----------|----------------------------------|------------|
| Lesson 1 | Introductions                    | 5 minutes  |
| Lesson 2 | Perception, Behavior and Results | 10 minutes |
| Lesson 3 | Objectives                       | 5 minutes  |
| Lesson 4 | Learning Agreement               | 5 minutes  |

### Module 2 - Service to Others (20 minutes)

Objective: For Participants to be reminded that we are all meant to be of service to each other – the core of being personally and interpersonally effective is to see yourself as being of service to others.

|          |   |            |
|----------|---|------------|
| Lesson 1 | The Principle of Being of Service to Others   | 5 minutes  |
| Lesson 2 | Who are your Customers and What do they need? | 15 minutes |

### Module 3 - Mind Your Language (40 minutes)

Objective: For Participants to experience the positive and negative impact that language has on ourselves and others. Participants will be challenged to consider how they should mind their language and break habits that use words and phrases that bring themselves and others down.

|          |                                 |            |
|----------|---------------------------------|------------|
| Lesson 1 | It's just a saying....or is it? | 10 minutes |
| Lesson 2 | Whine List                      | 20 minutes |
| Lesson 3 | Making a change                 | 10 minutes |



seminars



keynotes



coaching



online

## Module 4 - Five Levels of Listening (45 minutes)

Objective: For Participants to explore the five levels of listening (pretending, selective, defensive, attentive and empathic) and be reminded that our normal mode of operation should be attentive listening and that we should consider employing empathic listening when there's high emotion involved.

|          |  |            |
|----------|--|------------|
| Lesson 1 | Five Levels of Listening                   | 15 minutes |
| Lesson 2 | Practice: Attentive and Empathic Listening | 25 minutes |
| Lesson 3 | Debrief                                    | 5 minutes  |

\*10mins break in the middle of Module 5

## Module 5 - Effective Feedback (90 minutes)

Objective: For Participants to discuss and practice effective feedback methodologies for both performance applauding (positive) as well as performance improving (negative/constructive) feedback.

|          |                                     |            |
|----------|-------------------------------------|------------|
| Lesson 1 | Impact of Feedback                  | 20 minutes |
| Lesson 2 | Best Practices                      | 10 minutes |
| Lesson 3 | Writing Feedback                    | 30 minutes |
| Lesson 4 | Courage and Consideration Framework | 15 minutes |
| Lesson 5 | Receiving Feedback                  | 15 minutes |

## Module 6 - Summary, Additional Resources and Evaluations (10 minutes)

Objective: The learning is summarized and additional resources are recommended to the Participants, who share key learnings and evaluate the practical benefits of the seminar.

|          |                                  |           |
|----------|----------------------------------|-----------|
| Lesson 1 | Summary and Additional Resources | 5 minutes |
| Lesson 2 | Evaluations                      | 5 minutes |

