



Personal and Interpersonal Effectiveness Onsite 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



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

