The Developing Career™

Effectiveness Plus:
Core Skills Development Program

Program Introduction

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Program Purpose

The Core Skills Development Program has been designed to provide participants with the skills, tools and perspectives needed to thrive in their current role within the company, as well as future roles throughout their career.

The program promises to assist participants to generate results at a whole new level.

There are two distinct sides to skill development:

1. Technical skills – the specific skills needed to accomplish the tasks within the job
2. Core effectiveness skills– these include all the other skills that need to be developed, that go beyond any one particular role, applying to all roles throughout an individual's career.

This program addresses the core effectiveness skills needed to grow and thrive in any role where one interacts with others.

The program is themed around three different areas:

• Focusing on people,

• Positivity, and

• Professionalism.

These all lead to increased effectiveness in performance.

Outcomes for Participants

As a result of completing this program, participants will:

1. Gain a more thorough understanding of themselves and their own behavioural tendencies at work;
2. Gain insight into what drives the behaviours of others, from fellow employees to bosses to customers and suppliers;
3. Gain practical tools and skills to work more effectively, both alone and in conjunction with others, to sustainably achieve the intended outcomes of their role;
4. Accomplish a 10-month long, work-related project that reflects real learning and growth.

Outcomes for the Company

As a result of staff participation in this program, the company will enjoy:

1. The creation of a common language for employees as they interact with each other;
2. Increased effectiveness and individual accountability of each participant, as well as teams overall;

3. Improved communication and team cohesion throughout the organization;

4. Improved staff productivity and satisfaction, as well as improved company profitability;

5. Increased attractiveness of the company as a place to work, learn, and grow.

Audience

This program is intended for employees throughout the organization, where there is a commitment to the company and an active interest to learn and grow.

This is not a quick (or slow) fix for problem employees, or where there is a poor fit between the employee and the organization. If someone is interested in growing and is willing to work to improve, this program will be a good fit.

Fees

Fees and terms are available on request. Taxes are extra where applicable. Please contact us for more details at info@walshbusinessgrowth.com

Areas Of Focus and Themes

The program has been broken down into 3 distinct, but related areas.

    I.   Understanding Self,
    II.   Working with Others,
    III. The Job or Role Itself.

Within each of these areas, there are 10 key elements that will be addressed. In each case, some of the elements relate primarily to Focusing on People, others relate to Positivity, and the remaining elements relate primarily to Professionalism. All elements link to overall Performance.

As a result, the 10 months will be divided into three themed segments.

    Months 1 – 3:   Focus on People
    Months 4 – 6:   Positivity
    Months 7 – 10:   Professionalism

The following pages hold a brief description of each of the segments within the areas of focus that make up the Core Skills Development Program.

I. Understanding Self

We learn lots through school and from the different jobs we work in life. Yet how much do we learn about ourselves?

Through this program, we will explore many of the various aspects of what makes us tick. By uncovering many of the hidden determinants of human behaviour, we will identify different ways to look at things and at ourselves that provide practical access to protect our confidence and improve our personal effectiveness.

We accomplish this by working with 10 distinct, but related skills, tools and perspectives on how we operate in business and life.

1 – Social Styles
We choose certain behaviours because they work for us. However, these choices are, for the most part, intuitive and unconscious. We naturally evolve our personalities from early youth through our teen years and into our early twenties.

What is my preferred behaviour style?
How does my behaviour style impact my effectiveness in my interactions with others?

Within the program, participants will identify their natural "Social Style", as well as how to increase versatility and effectiveness in working with others.

In addition to discovering their own Social Style, participants will learn how to distinguish the Social Styles of others, and how to work more effectively in teams.

2 – Unique Abilities
What is happening when we are "In the Zone?" More importantly, how do we replicate "The Zone" at will?

We will identify what is at play when we feel "In the Zone," and how we can enter this state of effortless effectiveness far more often, and for longer periods... in fact, whenever we want.

3 – Kolbe A-Index
Part of understanding ourselves better includes uncovering our M.O. – our striving instincts – the way we would prefer to do things, if we had our own way. By identifying this, we have cleaner access to operating in ways that better suit us, and make it easier to make a bigger difference with less effort.

4 – Risk Managing Capacity
We all have seen the phenomenon of Capacity Overload, when someone starts dropping basics, despite "knowing better." It has happened with all of us.

How do you risk manage to protect your capacity levels? We cover 3 essential areas to address so that we may protect our capacity levels.

Further, we will introduce a tool to escape Capacity Overload, or avoid ever slipping into it.

5 – Pivoting

Negativity can demoralize and drain us. One of the keys to effectiveness, in business and in life, is to bring an optimistic outlook to life's events, challenges and opportunities. But what if I'm the type of person who protects against the downside by noticing everything that might go wrong, presumably with the goal of guarding against it?

There are ways to access the optimistic outlook through Pivoting, without losing the ability to protect against life's problems and difficulties. We squarely address this issue, providing participants with a tool to find the positive that lies embedded within each of life's negative or uncertain events.

6 – Energy Buckets

In life, there are things that give us energy, and things that drain our energy. We identify each of these elements in 4 domains of our lives, and provide specific strategies to protect our energy levels.

7 – Time vs. Energy Management

Everyone seems to think that the key to more productivity (and a happier life) is time management. In this session, we will bust the myths of time management, and provide participants with a far easier and more effective way to increased productivity and happiness – energy management.

8 – Visualization and 6 Steps to Being Positive

People talk lots about the power of visualizing your intended outcomes. How do you use visualization to get more of what you want? We cover the 6 essential steps to remaining positive, even in the face of adversity.

9 – Managing Stress

Stress is the body's autonomic way of supporting us to protect ourselves from life's threats. However, most of what we encounter in life is not life-threatening. We will describe the three elements of how to disarm our levels of stress, in order to more easily go back to generating the things we are all committed to producing – results and satisfaction.

10 – Emotional Intelligence and Effectiveness

Much has been said in the media about Emotional Intelligence and EQ. What is all the fuss about? We review the elements of emotional intelligence, which as been shown to impact people's careers, both positively and negatively, far more than either smarts (IQ) or drive and ambition. Participants will gain access to specific and practical ways to increase their EQ and their effectiveness in business, and in life.

II. Working with Others

Understanding yourself at different levels is particularly useful. However, in many or most work scenarios, our results are also tied to our effectiveness with others. These results are also linked to our job satisfaction. There are a number of skills, tools, and perspectives covered that will make it easier to work with other people in more productive, and mutually satisfying ways.

1 – See-Saw Management Technique
This tool provides a system of action, feedback and communication that will increase the boss's comfort and your freedom. By clarifying the balance between independent action and ongoing communication, participants will learn how to integrate the appropriate blend of activities and reporting to maximize productivity, freedom, and the boss's comfort along the way.

2 – Non-Verbal Communication
The more I can understand another person, the easier it is to communicate. Over half of all messages are sent non-verbally. We uncover the 5 different components to watch for and read, in order to more effectively communicate with, and understand others.

3 – The 4 Levels of Relationships in Business
You always need a relationship sufficient to do business, whether it's with a customer, a supplier, a colleague or the boss. We review the 4 levels of relationships that exist in business, and their implications for interactions with others.

4 – Enrollment
In order to achieve real synergy when working with others, people are often selling each other on the merits of their ideas, goals objectives and initiatives. We assert that Enrollment is the "first principles" of effective sales. In this segment, we define enrollment, identify the 3 key elements of enrollment, and the 5 steps involved in the enrollment process.

5 – The Power of Questions
We explore the true power in effectiveness of communication – questions.
What is it about asking, and how do you use questions to forward your case or cause? Participants discover the true power of asking over telling, and identify questions that empower others and move projects forward significantly.

6 – Managing Relationships "Up"
We identify and explore 8 different elements of managing relationships with bosses and other superiors, in order to gain increased levels of influence…and the boss's ear, on a consistent basis.

7 – Managing Relationships "Across"
We identify and walk through 7 different elements of managing relationships with colleagues, associates and co-workers. By working with these 7 areas, participants will find it easier to work from areas of natural common interest, for mutual gain and growth.

8 – Business Etiquette
We define business etiquette and identify its implications for working within an office environment. Further, we identify the 5 elements of focus to ensure appropriate etiquette is followed in the work place, for everyone's individual and collective gain.

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9 – Communication Constructs – Listening

We are taught reading, writing and even speaking in school. How do we effectively listen? Very few teach this critical skill. We identify the processes of communication and introduce a tool to support others (and ourselves) to become more resourceful.

10 – Coaching Self and Others

Lots of people speak of "coaching." We will examine this and provide real, practical steps to coach yourself and others to greater success.

III. The Job / Role

Any program in increasing effectiveness would be incomplete if it didn't include tools that directly support people with the job itself. What follows are 10 different elements that make it much easier to generate results within the job at a whole new level.

1 – Management and Staff Accountabilities

Essential to generating results is to understand the job itself. What is expected of us collectively and me personally? We start by introducing a simple but effective process to clearly identify the outcomes and expectations of any job, for an individual, and the whole department.

2 – Measuring Progress: The Debrief

Too often, it feels like the onslaught keeps coming, and no matter what we do, things don't feel like they are getting better. We will be working with a tool that allows participants to be able to actively measure and celebrate progress as it is achieved.

3 – Selling The Boss

There are many times when employees need to "sell" their bosses on backing ideas and initiatives. We introduce a 7-step process to sell your boss on what you want. We then provide a 4-step approach to getting your boss to agree to anything. All you have to do is understand and use this system and follow the steps. Even bosses agree... it works!

4 – Overcoming Obstacles

Too often when we take on initiatives, we are inundated with obstacle after obstacle, and end up feeling stuck. These obstacles threaten to impede or stop our progress. We introduce an approach to turn these obstacles into allies that actually assist us in reaching our goals.

5 – Circles of Influence and Concern

From Steven Covey, author of 7 Habits of Highly Effective People, comes this simple but effective and useful perspective on how to get unstuck when feeling blocked or overwhelmed.

6 – The 3 Key Questions

To maximize results within our jobs, there are 3 Key Questions to ask ourselves. The answers to these questions promise to help us regain our footing when we slip, and to keep us on track to achieve our desired results.

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7 – Nurturing Drive and Ambition

Constantly working towards goals and outcomes may become daunting, unless we tap these three strategies to keep things fresh and exciting. The elements covered in this segment will bring the spring back into your step… and keep it there for good!

8 – The Q

This practical decision-making tool helps clear out uncertainty and provides access to action. Simple to use, the "Q" will help you to sort between strategy alternatives and get into effective action.

9 – Universal Lessons In Professionalism

There are protocols that are expected in any business. Ignore these at your own peril! By identifying the universal lessons in professionalism, participants will be armed for what to expect in almost any office environment.

10 – The Local Rules of the Game

In any business, there are the official rules of conduct; then there are the "unofficial rules." These are the ones that nobody talks about, but need to be followed for political survival and success. We uncover these "local rules" so that participants may more effectively navigate the corporate waters, and more easily achieve their intended goals and outcomes.

Summary

As a result of the use of material covered within this program, both in the workplace and in achieving their project's results, participants will achieve their goals, and improve their skills to become a Go-To player within the business. Further, participants will grow their influence and their ability to generate results at a whole new level.

Core Skills Graphic Model

Generating Results at a Whole New Level
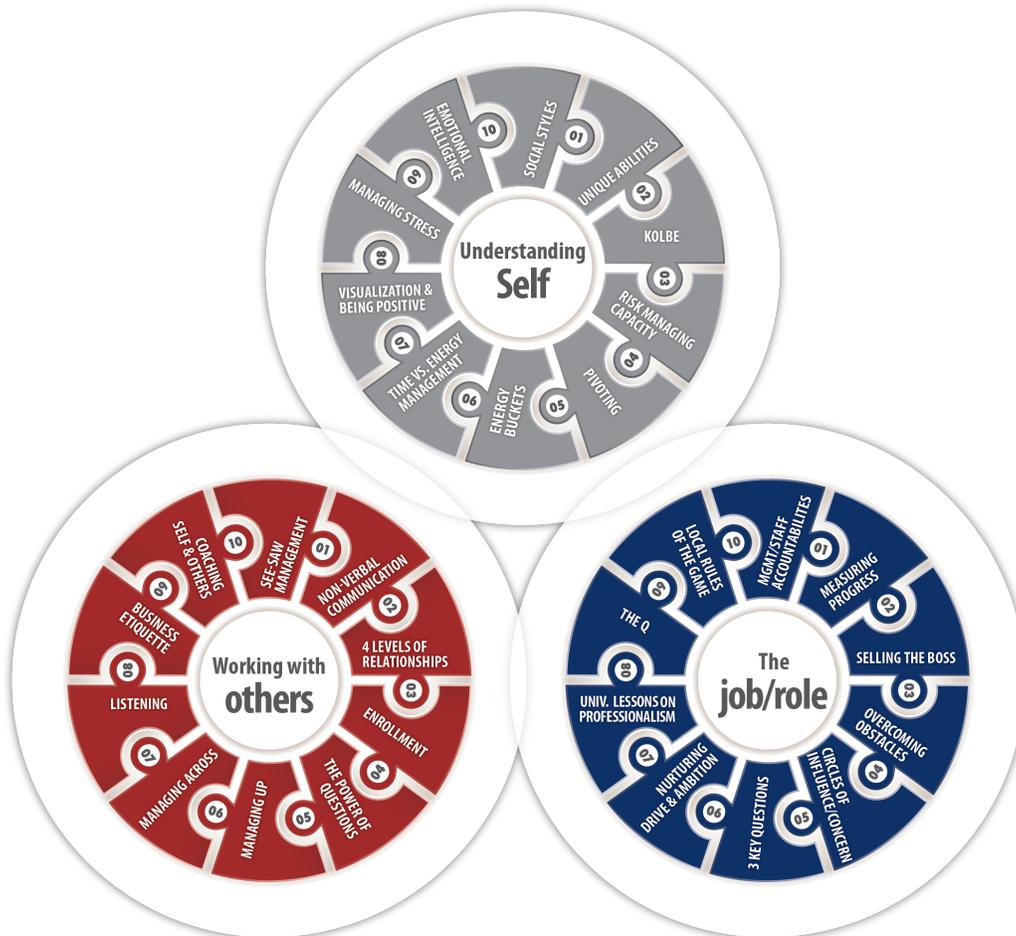
UNDERSTANDING SELF

1. Social Styles
2. Unique Abilities
3. Kolbe
4. Risk Managing Capacity
5. Pivoting
6. Energy Buckets
7. Time vs Energy Management
8. Visualization & 6 Steps to Being Positive
9. Managing Stress
10. Emotional Intelligence and Effectiveness

WORKING WITH OTHERS

1. See-Saw Management
2. Non-Verbal Communication
3. 4 Levels of Relationships
4. Enrollment
5. The Power of Questions
6. Managing Relationships Up
7. Managing Relationships Across
8. Communication Constructs - Listening
9. Business Etiquette
10. Coaching Self & Others

THE JOB/ROLE

1. Management & Staff Accountabilities
2. Measuring Progress: The Debrief
3. Selling the Boss
4. Overcoming Obstacles
5. Circles of Influence & Concern
6. The 3 Key Questions
7. Nurturing Drive & Ambition
8. Universal Lessons in Professionalism
9. The 'Q'
10. Local Rules of the Game

Core Skills Content Map

	Understanding Self	Working With Others	The Job/Role
Month 1	• Social Styles	• See-Saw Management	• Management and Staff Accountabilities • Measuring Progress: The Debrief
Month 2	• Unique Abilities • Kolbe	• Non-Verbal Communication	
Month 3		• The 4 Levels of Relationships • Enrollment	• Selling the Boss
Month 4	• Risk Managing Capacity • Pivoting	• The Power of Questions	• Overcoming Obstacles
Month 5	• Energy Buckets • Time Vs. Energy Management • Visualization and 6 Steps to Being Positive		• Circles of Influence and Concern
Month 6	• Managing Stress		• The 3 Key Questions • Nurturing Drive & Ambition
Month 7		• Managing Relationships Up • Managing Relationships Across • Communication Constructs - Listening	
Month 8		• Business Etiquette	• Universal Lessons in Professionalism • The Q
Month 9		• Coaching Self and Others	• Learning the Local Rules of the Game
Month 10	• Emotional Intelligence and Effectiveness		

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