



# SELF PROGRAM

LEADERSHIP SOFT SKILLS

# Profit from Performance

## Powering Sustainable Growth and High Performance

We help people identify their soft skill gaps and work with them to improve their abilities – giving them the confidence and tools, not just to do their job well, but do it better and better. Delivering outstanding personal and organization-wide impact across:

- Greater creativity and effective problem solving
- Better information management and decision-making
- Increased contribution, motivation and engagement
- Improved self-efficiency and emotional stability
- Superior work performance and productivity
- Better development and greater retention of talent

## Closing the soft skills gap – cost effective investment in the future of your organization

Skillogy PERFORM<sup>®</sup> effectively builds and grows individual, team and organizational performance regardless of organizational, market, organization or sector, creating critical competitive advantage and greater organizational resilience. Unique in its proven, research backed structure our programme will help you close your soft skills gap, ensuring your people develop highly effective personal productivity, together with better interpersonal and processing skills for improved job performance and a measurable return on investment.

## Fundamental and lasting change

Our approach is unique, in that our courses are inter-related, just like our own abilities and skills, they support and impact upon one another forming a cohesive and powerful soft skill development model that creates fundamental and lasting change. Developing individuals and teams through flexible online learning, results in superior work performance, the attraction and retention of talent and greater personal and organizational growth. The Skillogy PERFORM<sup>®</sup> series is offered by the following three (3) streams or as a complete library which includes all streams:

1. Self
2. Manager
3. Leader

This document lists the Modules, Module description, Courses, Course overview(s), Course Aims and Objectives, Learning Objectives and Study time for each module for the **Self** stream and includes the following course modules:

1. Emotional Intelligence
2. Personal Communication
3. Personal Contribution
4. Personal Organization
5. Priority Management
6. Stress Management
7. Thinking Abilities
8. Time Management
9. Wellness and Advancement
10. Work Personality



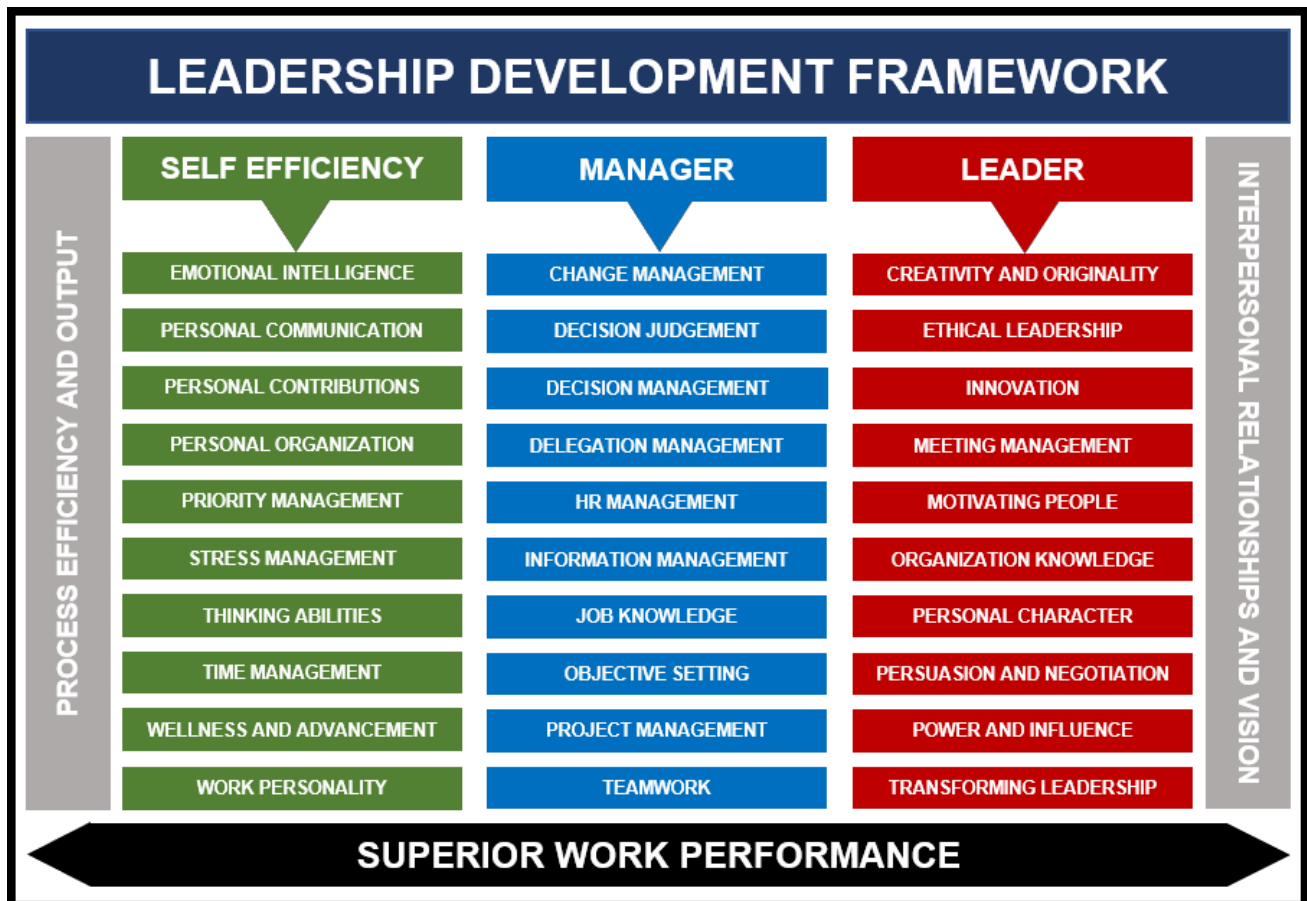
## SELF STREAM

### Self-Knowledge, Contribution and Efficiency: 10 Key Skills comprising 87 Essential Abilities

The essential skills to perform at a consistently high level are core skills in self-management. These skills are the key to important behavioral and self-efficiency abilities and unless a strong foundation is built at a very early stage of career development, we will invariably fall short in getting results.

Targeting these essential skills ensures that we can improve our self-knowledge and productive efficiency and can build on a strong foundation for leader-manager development.

Under the Skillogy PERFORM® Leader Manager Framework, each stream has a set of modules that are specifically designed to deliver competency-based job skills to improve performance. Please refer to the courses listed under the **Self** stream.



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## MODULE | EMOTIONAL INTELLIGENCE

Emotional intelligence (EI) is the ability to manage oneself and one's relationships with others in a mature and constructive manner. A substantial body of evidence suggests that emotional intelligence is closely related to workplace success at all levels of the organization. In this module we look at six key aspects of emotional intelligence in order to help develop your skills and abilities in improving your own effectiveness, in managing yourself and your relationships, in the workplace. This module has 7 course tutorials.

Course Tutorial	Overview
Introduction to the Module	Introduction to Emotional Intelligence
Understanding Emotional Intelligence	This is your ability to the meaning of emotional intelligence and the important impact it has on workplace success for leaders and managers.
Managing Your Emotions	This is your ability to have a better self-awareness of yourself and the impact of your emotions on others.
Self- Awareness	This is your ability to locate sources of confidence based on previous positive experiences and to display confident behavior.
Self-Management	This is your ability to recognize the positive intent of emotions and develop skills to avoid the negative effect of emotions.
Social Awareness	This is your ability to resolve potential conflict by seeing a situation from another person's perspective and viewpoint.
Relationship Management	This is your ability to use techniques for effective communication and interaction with others and to learn to apply and practice tools and techniques for self-improvement.

### Emotional Intelligence Aims and Objectives

- To define emotional intelligence
- To identify experiences that make you who you are now
- To manage positive and negative emotions
- To provide skills and techniques for identifying emotions and levels of environment, behaviors, values, identity and spirituality
- To encourage perceiving interactions and viewpoints from the eyes of the 'neutral observer'
- To present goal setting for communication and interaction skills
- To provide tools for reaching mutually beneficial conclusions for any interaction
- To develop and implement action plans for personal improvement

### Objectives of the skill development courses

At the conclusion of the skill development courses you will be able to:

- Understand the meaning and term emotional intelligence
- Have a better self-awareness of yourself and the impact of your emotions on others
- Locate sources of confidence from previous positive experiences
- Display confident behavior
- Recognize positive intent of emotions
- Develop skills to avoid the negative effect of emotions
- See the world through the eyes of others
- Resolve conflict with others
- Use techniques for effective communication and interaction with others
- Learn to apply and practice tools and techniques for self-improvement

### Study Time

As a general guide, each course is designed to be completed in around 30 minutes. However, this time may vary considerably depending on a number of factors; the time allocated to work based objectives and review, individual learning styles, differing levels of ability in the subject area and so on. The overall objective is not how quickly the courses can be completed but how well the learner acquires the new knowledge and applies this in their work to improve their performance.

## MODULE | PERSONAL COMMUNICATION

Estimates show that some 70% of your work time is spent in some aspect of communication or another. With so much practice and experience it would appear that we are all experts, but that is not the case. This module looks at your ability to reach a shared or common understanding with another person and how you apply your verbal and written abilities as well as your capacity to listen and understand. This module has 9 course tutorials.

Course Tutorial	Overview
Introduction to the Module	Introduction to Personal Communication
Positive Communication	This is your ability to plan and think through your communications before you begin. Its origin is a drive or a will to communicate and achieve understanding.
Reducing Barriers	This is your ability to attempt to reduce the natural barriers between people that will impede shared understanding and intentions.
Effective Listening	This is your ability to really listen to a person and attempt true understanding.
Effective Speaking	This is your ability to speak with clarity, conciseness, simplicity and confidence.
Positive Body Language	This is your ability to give positive cues of familiarity and trust through gestures that support your listening and spoken words.
Effective Writing	This is your ability to write clearly with the audience in mind and with action in mind.
Effective Reading	This is your ability to quickly grasp the essential understanding of your important reading matter and process the volume of your reading.
The Digital Age	This is your ability to understand how the evolving technology affecting communication, impact on your performance in the workplace.

### Personal Communication Aims and Objectives

- To emphasize the importance of planning and thinking through your communications before you commence
- To assist you to reduce barriers to communication
- To improve your listening abilities
- To promote effective speaking
- To examine your inter-personal skills
- To improve your approach and impact in written communication
- To provide examples and techniques in reading and absorbing information
- To assist you in adapting to changing communication technology
- To develop and implement action plans for improvement

### Objectives of the skill development courses

At the conclusion of the skill development courses you will be able to:

- Improve your understanding of the way in which people express their intentions and purposes
- Overcome barriers to communication
- Improve your listening skills
- Practice effective speaking techniques
- Understand body language and use it to your advantage
- Improve your written communication techniques
- Increase your reading speed
- Adapt to changing communication technologies

### Study Time

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## MODULE | PERSONAL CONTRIBUTION

What you achieve at work is dependent on the contributions you make to your team. This is the sum of the skills that you willingly give to others or you add towards a common team goal or result. This module looks at the key areas of contribution that you are required to make in order to achieve objectives and results. This module has 11 course tutorials

Course	Overview
Introduction to the Module	Introduction to Personal Contribution
Planning	This is your ability to organize and plan your work effectively and then communicate your plans to your team.
Decision Making	This is your ability to be decisive in making decisions on time and reaching a consensus with your team.
Activity	This is your ability to drive hard for results and on time through good teamwork.
Vision	This is your ability to create and pursue a vision of the future and to communicate this to the team.
Influence	This is your ability to influence and persuade your team about your ideas and positions and to secure their agreement.
Involvement	This is your ability to be sensitive to your team's needs and contributions and to involve them.
Stability	This is your ability to remain emotionally stable and resilient at all times.
Hard Work	This is your ability to demonstrate stamina and enthusiasm for hard work over long periods and under pressure.
Ideas	This is your ability to create and express ideas that will solve problems and move your team forward.
Change	This is your ability to create a change team with the right skills, experience and balance of roles.

### Personal Contribution Aims and Objectives

- To reinforce the need for planning and organization in communicating plans to your team
- To promote a timely and consensus approach to decision making with team involvement
- To examine your personal drive and motivation for achieving results
- To identify your approach to creating and pursuing a vision for the future
- To explore your ability to influence and persuade the team
- To determine how sensitive, you are to your team's needs and their level of involvement
- To ascertain your level of emotional stability and resilience
- To assess your ability to demonstrate stamina and enthusiasm for hard work
- To examine your approach to creating and expressing ideas
- To determine your attitude to change and how you adapt it
- To develop and implement action plans for improvement

### Objectives of the skill development courses

At the conclusion of the skill development courses you will be able to:

- Plan objectives effectively with your team
- Involve the team in decision making
- Allocate and schedule time effectively
- Understand your productivity cycles and plan to maximize your output
- Improve your vision contribution
- Improve your contribution and influence in the team
- Understand the importance of team needs and involvement
- Stimulate emotional stability within the team
- Sustain a motivation towards work
- Improve team performance through creative involvement
- Be positive about change and benefit from the process

### Study Time

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## MODULE | PERSONAL ORGANIZATION

For most people, personal organization seems to have a considerable effect on general feelings and moods; you have good days and bad days. If you feel well organized you have a positive sense of well-being. You feel on top of your work and in control. This module looks at your ability to arrange and control all aspects of your work so that it flows smoothly and efficiently. Personal organization depends upon your inherent drives to control events and circumstances. This module has 7 course tutorials.

Course	Overview
Introduction to the Module	Introduction to Personal Organization
Staying on Top	This is your ability to be aware of your working cycles and organize your work so that you have your daily tasks under control.
Daily Disciplines	This is your ability to structure your day with daily disciplines and habits that support your day-to-day productivity.
Clear Desk	This is your ability to organize your workspace so that your desk is clear for working on one task at a time, without the distraction of other work.
Handling Paperwork	This is your ability to organize your digital files and paperwork so that you are able to work effectively and efficiently without the distraction of other work
Handling Interruptions	This is your ability to control and handle interruptions and reduce the time used and the impact of these interruptions.
Handling Telephone Work	This is your ability to exercise certain telephone work disciplines that make this aspect of work more efficient and less time consuming.

### Personal Organization Aims and Objectives

- To examine your work cycles and to organize tasks so that you are in control
- To structure your work programme aimed at maximizing productivity
- To organize your workspace based on the 'clear desk' approach
- To explore how to reduce, organize and store paperwork based on priority
- To explore demonstrate how to control and handle interruptions
- To show how to increase efficiency by exercising telephone work discipline
- To develop and implement action plans for improvement

### Objectives of the skill development courses

At the conclusion of the skill development courses you will be able to:

- Identify your cycles of productivity and organization
- Plan and organize your day before you start work
- Maintain a clear desk for work at hand only
- Organize your paperwork on the basis of your job objectives
- Reduce the amount of paperwork you handle
- Reduce by up to 50% the time spent on interruptions
- Make telephone calls productive

### Study Time

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## MODULE | PRIORITY MANAGEMENT

Managing priorities can cause a potential source of conflict. The correct work behavior is 'what you do second is equally important to what you do first'. This routine can be achieved if time is controlled, for the purpose of priority management. This module looks at your ability to focus on the priority of job objectives and the problem of conflict between priority of importance and priority of time. This module has 7 course tutorials.

Course	Overview
Introduction to the Module	Introduction to Priority Management
Defining 'A' Priority Work	This is your ability to define your job objectives in terms of 'A' priority work and to manage this work such that it has equal status of importance.
Understanding Priority of Time	This is your ability to manage your work on the basis of 'what you do second is equally important to what you do first' rather than 'what you do first is more important than what you do second'.
The Problem of Residual Time	This is your ability to avoid the problem of shortage of time to complete your 'A' priority work and avoid the priority conflict between people and personal work.
'A' Time	This is your ability to reserve time ahead such that you always have time ahead to complete your 'A' priority work on time and at the right level of quality and avoid priority conflicts.
Scheduling Personal Work	This is your ability to schedule 'A' priority work into your planner and thus control time for this type of work.
'A' Time' Planning	This is your ability to schedule your work objectives into 'A' time, using various scheduling and priority control rules.

### Priority Management Aims and Objectives

- To ensure you define your job objectives in terms of 'A' priority work
- To have you apply priority of time effectively
- To explore ways of overcoming shortage of time
- To explain the concept and application of 'A' Time
- To determine how to plan 'A' priority personal work
- To understand how to schedule 'A' priority work in minimizing priority conflict
- To develop and implement action plans for improvement

### Objectives of the skill development courses

At the conclusion of the skill development courses you will be able to:

- Define important work
- Devote 80% of your working day to 'A' priority work
- Improve personal productivity
- Understand priority of time
- Control residual time
- Carry out 'A' Time planning
- Focus on start times not deadlines

### Study Time

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## MODULE | STRESS MANAGEMENT

Work stress has been described as the 'wear and tear' caused by your working life. In recent times, stress at work has seen a rapidly rising trend. This module looks at your ability to avoid work stress and to control and manage it, when it arises. Excessive and continuous work stress is very damaging, resulting in health problems, loss of productivity and pressure on working relationships. This module has 8 course tutorials.

Course	Overview
Introduction to the Module	Introduction to Stress Management
Stress Recognition	This is your ability to recognize the early signs of work stress in your body, emotions, behavior and work performance and then to accept that you are under stress.
Stress Source Awareness	This is your ability to identify the sources or causes of your work stress in terms of workload, job clarity, working relationships and job fit.
Stress Coping Options	This is your ability to be aware of and use the options of elimination, support communication, planning, realism, adaptation and stress relief to cope with your work stress.
Workload Stress Reduction	This is your ability to reduce work stress by managing your workload, time and personal organization.
Job clarity Stress Reduction	This is your ability to reduce work stress by increasing your knowledge of job objectives and other people's expectations of your performance.
Relationship Stress Reduction	This is your ability to reduce work stress by dealing with personal conflicts openly and quickly.
Job fit Stress Reduction	This is your ability to reduce work stress by resolving incompatibilities between you and your job and your organization.

### Stress Management Aims and Objectives

- To ensure you recognize the early signs of work stress
- To identify the sources or causes of your work stress
- To explore ways of coping with stress
- To examine how to reduce stress from work overload
- To improve job clarity as a means of stress reduction
- To demonstrate the importance of resolving personal conflict openly and quickly
- To ensure that you understand how job fit can be a cause of stress

### Objectives of the skill development courses

At the conclusion of the skill development courses you will be able to:

- Conduct a stress audit
- Identify areas of concern
- Conduct a source audit
- Understand the range of coping options available to you
- Reduce your workload stress
- Eliminate job clarity stress
- Substantially reduce any relationship stress
- Determine how compatible you are to your current job

### Study Time

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## MODULE | THINKING ABILITIES

Your ability to think is probably your greatest asset at work. Everything you say and do will be touched in some way by what is going on in your mind. Most certainly, performance and achievements are a direct function of your thinking abilities. This module looks at the skills of mental agility, conceptual and analytical thinking. Together, these skills allow you to conceive and form ideas in a practical sense and draw the right conclusions. This module has 9 course tutorials.

Course	Overview
Introduction to the Module	Introduction to Thinking Abilities
Intelligence	This is your ability to understand the underlying principles of a situation, grasp their significance and then draw appropriate conclusions.
Conceptual thinking	This is your ability to search within a situation to find underlying principles and then abstract and generalize meanings from the situation.
Analytical thinking	This is your ability to break a situation down into relevant parts and then form logical conclusions from them.
Breadth of thinking	This is your ability to apply divergent thinking and convergent thinking to a situation i.e. take a wide or narrow focus of the situation.
Distancing	This is your ability to stand back from a situation and then take a 'helicopter' view or create a working overview of the situation.
Intuition	This is your ability to immediately perceive the truth of a situation without reasoning or analysis and then trust in your intuition.
Mental agility	This is your ability to be alert, bright and speedy in your thinking and your ability to think 'on your feet'.
Memory	This is your ability to store information and then recall it at will.

### Thinking Abilities Aims and Objectives

- To provide an understanding of the power of the mind to reason
- To provide an understanding of the mind to form a general notion or concept
- To provide an understanding of analytical thinking
- To explore the application of convergent and divergent thinking
- To explain the use of distancing within the thinking process
- To provide an understanding of intuition and its application
- To practice and improve mental agility
- To use various techniques for improving your memory
- To develop and implement action plans for improvement

### Objectives of the skill development courses

At the conclusion of the skill development courses you will be able to:

- Improve your understanding of your intelligence at work
- Understand and improve your conceptual thinking
- Understand and improve your analytical thinking
- Understand and improve your breadth of thinking
- Understand the use of distancing
- Improve the use of intuition
- Understand and improve your mental agility
- Improve your memory

### Study Time

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## MODULE | TIME MANAGEMENT

Time, like capital or human skills, is a resource that has to be managed effectively. It is also a limited resource. This module looks at your ability to manage job objectives, priorities and activities within the available time. Effective time management is critical when time is at a premium and workloads are on the increase. In essence, the aim is to achieve the right things, at the right quality, at the right time. This module has 9 course tutorials.

Course	Overview
Introduction to the Module	Introduction to Time Management
Time Analysis	This is your ability to understand the nature of time as a valuable resource and to allocate the time productively.
Focus on 'A' Priority Work	This is your ability to optimize the time you spend on 'A' priority work and schedule time ahead accordingly.
Controlling Time Structure	This is your ability to control your time and the structure of its use in order to maximize your productivity throughout your working day.
Focus on Investing Time	This is your ability to prepare your time scheduling productively and forward plan your time to take account of contingencies and deadlines.
Start Times and Deadlines	This is your ability to focus on start times so that you allow sufficient time to meet your deadlines.
Time Drives and Attitudes	This is your ability to understand the value of time as a resource and be a good time manager
Avoiding Procrastination	This is your ability to undertake all tasks based on priority of importance regardless of personal preference or difficulty.
Productive Working Hours	This is your ability to determine a personal policy regarding your productive use of time and to ensure it is effective.

### Time Management Aims and Objectives

- To provide an awareness of how your time is being used
- To optimize the time you spend on 'A' priority work
- To maximize your productivity throughout the working day
- To demonstrate the benefits of forward planning and preparation
- To illustrate the importance of focusing on start times
- To stress the value of time as a resource not to be wasted
- To overcome the problems of procrastination
- To determine a personal policy regarding your productive use of time
- To develop and implement action plans for improvement

### Objectives of the skill development courses

At the conclusion of the skill development courses you will be able to:

- Carry out time analysis
- Reserve time ahead for 'A' priority work
- Improve your control of time and structure
- Use time productively to plan and prepare
- Improve your deadline management
- Become a better time manager
- Minimize procrastination
- Improve your productive working hours

### Study Time

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## MODULE | WELLNESS AND ADVANCEMENT

Improving the quality of our lives is a challenge faced by most people. Such improvements may require enhanced health, better balance, increased wealth, enriched relationships or a more complete understanding of our purpose on this planet. The difficulty is that although most people resolve to make changes in these dimensions of life, few actually succeed. This module is the resource for the personal improvements you wish to make. This module has 11 course tutorials.

Course	Overview
Introduction to the Module	Introduction to Wellness and Advancement
Personal Wellness and Resiliency	This is your ability be aware of and making choices towards a more successful career and lifestyle
Self-Assessment and Change	This is your ability to understand self-knowledge and to honestly appraise yourself in terms of strengths and areas for improvement.
Relationships	This is your ability to be successful through building strong and ethical relationships.
Intellect	This is your ability to achieve a successful life through realization of your full potential.
Career Development	This is your ability to set career goals to make the changes you desire.
Health	This is your ability to decrease personal risk factors and maintain healthy behaviours.
Spiritual Intelligence	This is your ability to practice your deepest meanings, values, purposes and motivations.
Emotions	This is your ability to understand the emotional dimension of your wellbeing.
Leisure	This is your ability to manage and meet your responsibilities and achieve ethical outcomes in pursuit of a happy and enjoyable life.
Personal Finances	This is your ability to have a healthy attitude towards money and to plan for all contingencies.

### Wellness and Advancement Aims and Objectives

#### Aims of the module

- To explore what is personal wellness and why it is important
- To respond to the question 'Who am I and how do I rate my wellness?'
- To consider how to nurture your family and enhance relationships
- To seek to enable your intellectual growth
- To learn how to take responsibility for your career
- To develop techniques for physical well-being
- To understand spiritual intelligence and how to attain it
- To understand emotional intelligence and apply it
- To explore ways of relaxation and enjoyment
- To develop the personal ability to be financially competent

#### Objectives of the skill development courses

At the conclusion of the skill development courses you will be able to:

- Understand the meaning of frontogenesis and apply the four steps to wellness
- Identify personal benefits and barriers to achieving wellness
- Follow the eight dimensions of wellness and produce a personal plan
- Carry out a personal change assessment and use a change tracker tool
- Understand family and personal relationships and use tried and tested principles
- Explore your intellectual strengths and areas for improvement
- Influence job and career satisfaction and optimize dimensions of your leisure
- Create a health and well-being profile and manage health risks
- Establish a spiritual charter based on your beliefs, morals, ethics and emotional practices
- Produce a personal financial action plan

#### Study Time

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## MODULE | WORK PERSONALITY

Your work personality brings together all those parts of you that have an influence on your performance at work. This module examines those qualities of your personality that you consistently demonstrate in your work and by which you become known by your colleagues. The main issue is whether you possess and use those positive qualities normally associated with good performance. This module has 9 course tutorials.

Course	Overview
Introduction to the Module	Introduction to Work Personality
Energy and Drive	This is your ability to use vigor and force in your work and maintain this approach consistently. Energy and drive are the force of your proactivity and capacity to work
Willpower	This is your ability to control your emotions and actions and then focus this power on your choices. Willpower is the source of your determination.
Spontaneity	This is your ability to act with your free will in an open and immediate manner. Spontaneity is the source of your candor and initiative.
Maturity	This is your ability to feel capable of dealing with all the matters of your work through your self-assurance, responsibility and reliability.
Confidence	This is your ability to rely upon yourself and your abilities through your resourcefulness, optimism, conviction and enthusiasm.
Flexibility	This is your ability to meet new circumstances through your insight, adaptability and capacity to handle diversity.
Foresight	This is your ability to see ahead using your planning motivations, premonitions of danger and prudence.
Risk Awareness	This is your ability to take calculated risks in the face of uncertainty tolerance.

### Work Personality Aims and Objectives

- To provide an awareness of how you harness your energy and drive
- To ascertain how you control your emotions
- To understand the four qualities of spontaneity
- To determine your level of maturity
- To evaluate your level of confidence in the work environment
- To determine your degree of flexibility
- To analyze your degree of foresight
- To ascertain your level of risk awareness
- To develop and implement action plans for improvement

### Objectives of the skill development courses

At the conclusion of the skill development courses you will be able to:

- Identify your capability to improve
- Ascertain your level of willpower
- Examine your attitude to spontaneity
- Examine your maturity at work
- Consider your confidence levels
- Determine how flexible you are
- Assess your ability of foresight
- Improve your risk awareness

### Study Time

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## QUESTIONS?

For questions about the PERFORM series please contact:

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