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 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

Success

Results

Behaviours

Attitudes

Conditioning
Successful People

- Goal directed
- Self-motivated
- Positive mental attitude
- Emotionally intelligent
Time Management
Time management
Time management

- Effective
- Efficient
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

1. Important

2. Not Urgent

3. Not important

4. Urgent
Assertiveness
What is assertiveness?
## What is assertiveness?

<table>
<thead>
<tr>
<th>Passive</th>
<th>Assertive</th>
<th>Aggressive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Want to be liked</td>
<td>Want to be respected more than liked</td>
<td>Want own outcomes at any expense</td>
</tr>
<tr>
<td>Hold back own views to avoid conflict</td>
<td>Ensure they are properly understood</td>
<td>Show hostility and display temper to dominate</td>
</tr>
<tr>
<td>Don’t want to upset</td>
<td>‘Want to explain their own views/needs</td>
<td>Appear threatening</td>
</tr>
<tr>
<td>Trying not to dominate</td>
<td>Want to take account of others’ feelings</td>
<td>Want to appear strong</td>
</tr>
<tr>
<td>Feeling of guilt because of conflict</td>
<td>Will enter conflict but prefer to stay calm</td>
<td>Do not want to engage with other views</td>
</tr>
<tr>
<td>Being a victim?</td>
<td></td>
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</tbody>
</table>
What is assertiveness?

Exercise

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

Write down behaviours you associate with the above
What is assertiveness?

Exercise

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

Write down behaviours you associate with the above

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

“*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

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Weaknesses</th>
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</table>

<table>
<thead>
<tr>
<th>Opportunities</th>
<th>Threats</th>
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</table>
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?