



# COPPERATE COURTESY

MRS CLARA OBAZELE

# INTRODUCTION – AN OVERVIEW

Courtesy among individuals and organizations has long been recognized in all major societies of the world as a sign of respect and civility. Even among parties with divergent points of view. Courteous behavior among individuals and countries sets as a tone of mutual respect with which further productive dialog and successful outcomes may be achieved. In all its forms and styles, courtesy behavior, has been hailed by kings, presidents, and religious leaders as behavior that provides a foundation of a good manners and good will and from which all other good things may follow.





## WE MUST CHANGE

Many feel that changing organizational behaviors in the federal or private sector is not only possible, but essential in today's business corporate environment, government agencies. How customers are treated is often the difference between organizations that succeed and those that fail. Courtesy, and the behaviors involved in it are integral to achieving corporate recognition and customer's satisfaction.

# IMPROVED RELATIONSHIP THROUGH CORPORATE COURTESY



A Study determined that courtesy, as an organizational objective, relates to the establishment, preservation, or improvement of relationships. We found that those behaviors associated with courtesy seemed to have more significance for organizational improvement when viewed within the larger context of customer service. Courtesy is generally a component within the customer service strategy of an organization.

# COPORATE COURTESY



The study learned that an organization's values and actual behavior toward the customer and among it's own employees are often different. To address this, the partners in this study tended to focus on both employee-to-employee courtesy as well as employee-to-customer courtesy.

We found throughout our study or research that employees who are highly valued and well trained by their organizations provide a higher level of service to their customers.

# AL GORE

**Courtesy:** Using accepted and appropriate manners, as interpreted from the customer's perspective, to **meet** the expectations of the customer.

**Corporate Courtesy:** Using exceptional manners, as interpreted from the customer's prospective, to **exceed** the expectations of the customer.

**Corporate Organization:** Must do what many of best businesses at home ad abroad: RENEW THEIR FOCUS ON CUSTOMERS.



# COPORATE COURTESY -CHARACTERISTICS



- Formal and informal screening techniques are used to hire employees with exceptional skills in courtesy.
- The organization establishes systems to measure the value of its services to customers.
- Services are provided seamlessly from the customer's perspective.
- There is zero tolerance for discourteous service.
- All the organizations found that courtesy improves customer loyalty.

# WORK PLACE COURTESY

Developing a company culture which embraces common courtesy is important to creating a positive work environment.

-common courtesy is not so common anymore-

Road rage, school violence, work place bullying, all of the acts are evidence of an ever-increasing trend toward letting our emotions get the better of us and the loss of respect we have for one another. And nowhere is this more evident than in the workplace.

While the ultimate responsibility for producing respectful adults is in the hands of the parents that raised them, employers have the ability to control workplace behavior and employees have a responsibility to act accordingly. But to do this organization must build workplace courtesy and respect into their organizational culture.



# RESPECT



So to help employers and employees embrace workplace courtesy and build a healthier work environment, here are seven concept or steps with related actions items based on the acronym RESPECT by Deborah S. Hildebrand.

## Rights and responsibilities

- Establish rights and responsibilities for manager and employees to educate them on their role within the organization as it relates to appropriate behavior.
- Drive a corporate culture that is built on mutual respect for internal and external customers alike.

## Equality

- Eliminate barriers between work groups in the organization-management vs. employees, corporate vs. field, department vs. department
- Embrace the uniqueness of everyone by encouraging discussions of differences and alternative points of view.

## Standards of Success

- Establish a culture that formally defines appropriate conduct and incorporates company values such as respect, open communication and customer service into the work environment

# **RESPECT**

- Start the gold standard of behavior at the top of the organization and let it trickle down

## **Perception**

- Walk the walk by personally emulating appropriate and acceptable behavior
- Eliminate office politics by not prejudging individuals or assuming unsubstantiated facts
- Be aware of unspoken messages, mixed signals and body language
- Evaluate people on the quality of their work and personal character

## **Communication**

- Develop formal communication processes (i.e. employee handbook, newsletters, regular meetings) and squelch informal communication systems (i.e. rumors, gossip, the grapevine) by keeping everyone in the loop
- Develop a solid performance management system that encourages regular coaching and 360o feedback
- Communicate rights and responsibilities and the standard of success through written materials

## **Training**

- Train managers to be managers before they become managers
- Create a buddy system to acclimate new employees to the environment
- Improve group dynamics by practicing team building
- Teach tolerance.

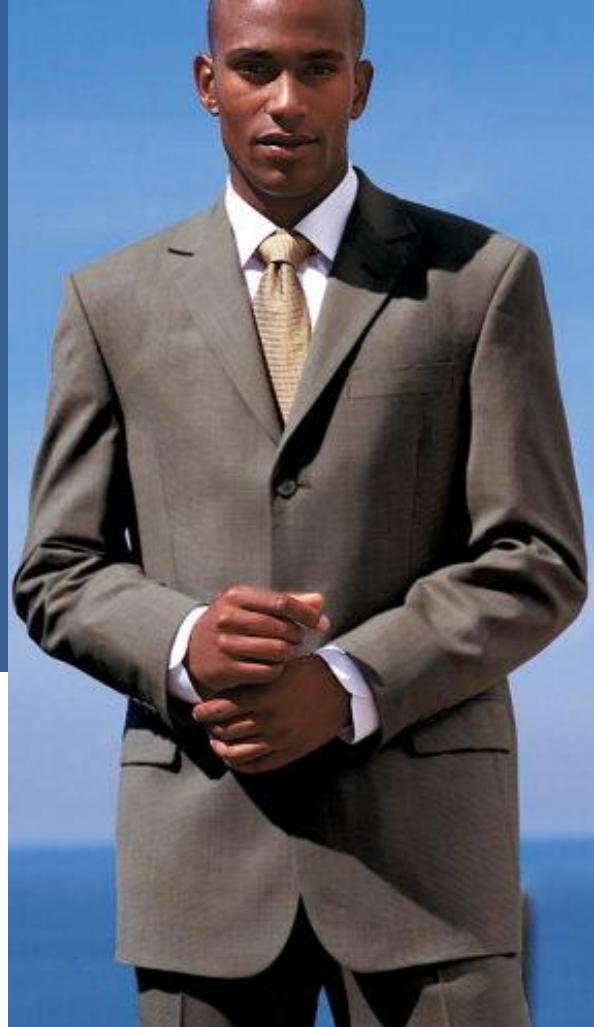


# DISCOURTEOUS SERVICE – A ZERO TOLERANCE

In corporate organizations, there is no tolerance whatsoever for discourteous service. That's because, of the three most important elements of customer service-Timeliness, Quality, and Courtesy only discourteousness will cause customers go elsewhere, regardless of the timeliness or quality of service provided. Corporate organization need a "zero tolerance" policy for discourteous behavior. Such a policy should be supported by clear and timely processes that can either retrain or remove the employee from a customer service role. Remember: for every customer who complains directly to management, there are at least 10 more who complain to their friends and associates. The damage done to an organization by discourteous behavior is thus severe and lasting. Discourteous behavior will, of itself, cause customers to make choices detrimental to an organization's success. Even if the services provided cannot be easily obtained elsewhere, the organization's reputation and, ultimately, its survival are endangered by unresolved courtesy to customers.

# GUIDELINE/ CONCLUSION

- Readers should “walk the talk”
- Customer driven
- Decentralize decision making
- Live the “golden rule”
- Share knowledge
- Work as a team
- Listen & communicate
- Apply the Ritz Carlton philosophy “we are ladies & gentlemen serving ladies & gentlemen” (employees are treated like customer courteously)
- The best asset in corporate organization is the trained employee
- You need customers loyalty which is significantly increased only when courtesy is exceptional.
- Always show courtesy
- Courtesy makes you corporate organization “stay on top”



A professional photograph of a man from the waist up. He is wearing a light gray suit jacket over a white dress shirt and a patterned tie. His hands are clasped in front of him. The background is a clear blue sky.

# THANK YOU

# THE POLISHED PROFESSIONAL: YOUR ‘IMAGE’ IS YOU



Tosin Babasanya-Craig

# Introduction



- 1. Name**
- 2. What you do**
- 3. Expectation from the programmes**
- 4. One hidden Information about you.**

# Learning Outcome

**By the end of this course, participants should be able to...**

- Explain how having a professional appearance can boost the chance for workplace success and how not having one can lead to disaster.
- Understand the difference between appropriate and inappropriate business attire.
- Know the components of traditional business dress for men and women.
- Define “business casual” dress as the term applies to their workplace.
- Develop a personal action plan to improve their professional image.

# Your ‘Image’ is you?

**“The response you get is your true communication”**

*Robert Kiyosaki*



# Let's Begin with the end in mind!



# Someone's account of Mr. Lawrence H. Summer

- ▶ “When former Harvard President Lawrence Summers appeared at the Harvard Divinity School Convocation several years ago, he sat on the stage slumped way down in his chair with his legs sprawled apart. He looked like a disgruntled frat boy, but the fact that he was wearing academic regalia made him look like a particularly enormous and ill-mannered person.

I knew he was not long for his position, and I was right. His body language told me everything I needed to know about his inability to work respectfully and well with others, and to understand the concept of Occasion.”

# Professional Image: The Birthday Cake.



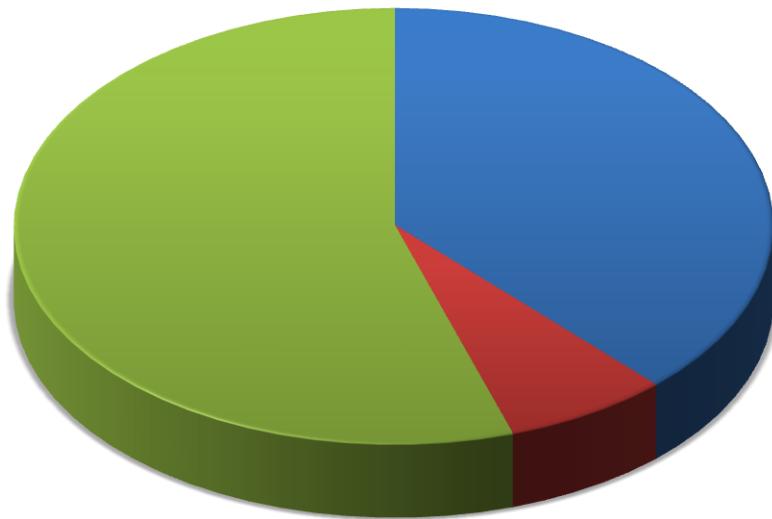
# Gone or Done in 30 Secs

- It is said that - In the first *30 seconds* people come in contact with us, they form an impression which is based solely on what they **see, hear or perceive.**
- What is the Professional Image you are projecting

# *First impressions: the 93% rule*

**55%**  
*appearance  
& body  
language*

**38%** *tone,  
pitch & pace  
of your voice*



**7%** *what  
you say*

# How do people perceive you?

- Peoples perception of you emanate from two areas – outer and inner self
  - **Your other self**
    - The way you look, speak, carry yourself, demeanour, behaviour. Etc.
  - **Your inner self**
    - Your values, confidence, feeling of self worth, the value you assign to yourself, attitude. Etc.

# Stop Press!!!

- Your outer self is largely an extension of your inner self.

# The ABC of Professional Image

- Appearance
- Behaviour
- Communication

# Professional Image Counts

- Dress for the job you want, not the job you have currently. Your professional image will serve you well when promotions, lateral moves, choice assignments and departmental visibility are available.

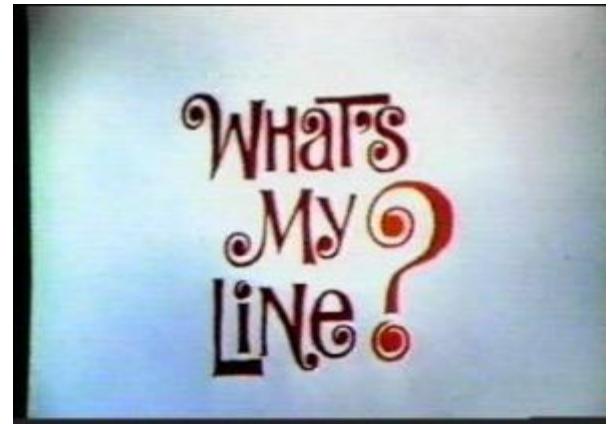
# Unfair as it may be...

- We are human, and we are used to ‘stereotyping’.
- We judge others and, in turn, we are judged on appearance. The good news is that this is one area of our lives where we can take the wheel and make significant changes that will positively impact our careers.

**Successful people generally look successful. They wear clothing that looks attractive on them. They are well groomed, speak well and carry themselves with confidence.**

**The message that comes across is that they feel good about themselves.**

# In other words...



- People believe what they see, not what they hear.
- What if our picture was up there?
- What others think of us determines our success.

# Managing Visual Impressions

- When you walk through a door, although no one has ever seen you before, you create what social psychologists call the “threshold effect.”

**What your Image says about you.**

- Your socio-economic status
- Your level of education
- Your Age
- Your emotional state of mind
- Your level of sophistication
- Your moral character.

# Perception is REALITY

## Well-Dressed People are Perceived As:

- More productive
- Responsible
- Personally acceptable
- Intelligent
- Hardworking
- Taking their job seriously
- Being raised properly

# EXERCISE



Think of someone who made a great first impression on you...

What did they do...what did they say...how did they look...what was it that made that great first impression on you...



# General dressing faux pas

- I just don't care/I care less
- I'm too successful to follow the rules
- My job does not care so much about professional dressing code
- I confuse attractive with beautiful
- I trust my store clerk
- I'm so worried about my weight
- 'More' is better
- That piece is in vogue, therefore it's suitable
- If you've got it, flaunt it
- 'just-rolled-outta-bed-and-threw-something-on look'
- Etc

# Professional Dressing Standards

## First Rule to dressing well

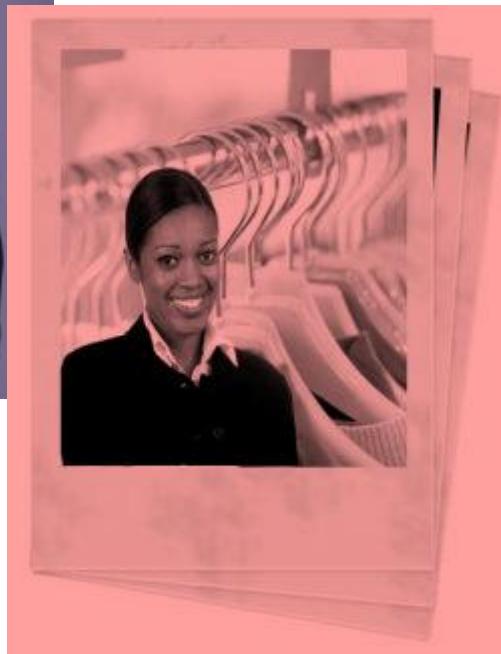
- Take a look at yourself in a **new and fresh** way.
- Just as you are, appreciate yourself.
- Learn to dress yourself the way you are, don't wait until you have a perfect figure, that dream may never come true.
- Professionally, your dressing should communicate Credibility, Trust, Ability and Grace

# Professional Dressing Standards: WOMEN

- Matching suit jacket and knee length (or longer) skirt or pants
- Conservative colors, (i.e. navy, black, gray, dark brown)
- Long sleeve (better) or short sleeve blouses
- Use fragrances sparingly



# Professional Dressing Standards: WOMEN



- **Business knee-length dresses with suit jacket**
- **Suit jacket and pressed pants (do not have to be of the same set)**
- **Blouses**
- **Third pieces**
- **Nicely styled hair, not all are hair styles are the professional look.**

Tosin Babasanya-Craig

# Professional Dressing Standards: WOMEN

Season Colours:



Tosin Babasanya-Craig

# Shoes/Bags/Accessories

- Dress shoes or dress boots with pants only, height of heel ideally should be medium/low, solid colours to start with.
- Avoid unpolished and/or rundown shoes
- Avoid slip, bra or panty line that shows
- Avoid gargantuan bags
- Invest in corsages, scarves, good but simple jewellery pieces
- When it comes to jewellery, stick to the bare essentials. Go for smart sleek designs for a sophisticated and professional look. Ear studs, a single bracelet, a slim chain and pendant combo for the neck should do fine. One ring per hand.
- If in doubt, don't wear it.



# The DON'Ts of Professional dressing: Women

- ✖ Short skirts and dresses
- ✖ Skorts (shorts with skirt flap)
- ✖ Skin-tight clothing  
(dresses, pants or tops)
- ✖ Overalls
- ✖ Culottes/split skirts
- ✖ Leggings
- ✖ Failure to accessorize
- ✖ Accessory overload
- ✖ Avoid showing your 4 Bs  
(back, bust, belly and behind)



Tosin Babasanya-Craig

# Authority dressing

1. **Jacket:** A jacket will always add instant power and authority.
2. **Quality:** Quality speaks very quietly and very loudly, quality is cheap in the long run
3. **Colour:** Darker colours have more power and authority than lighter colours.
4. **Comfortable and Appropriate:** It's not right or wrong, but what is appropriate.
5. **Accessories:** A few quality pieces suited to you and your garments.
6. **Fashionable and geared to your profession**
7. **Cosmetics:** Equal intensities on eyes, checks and lips. Avoid shiny eye shadow/lips/ nails in the daytime.
8. **Consistency:** Every day counts. People only notice the one or two things that you didn't do as well as you should have or could have.

# Professional Dressing Standards: MEN

- Invest in your Suit; **SPEND SOME MONEY**
  - Quality is cheap in the long run
  - Make sure it fits (sleeves not too long, pants not too high or too long)
- No dramatic colours, stick to black, gray, navy or charcoal for professional look.



# Professional Dressing Standards: MEN



- **Button suit when standing**
  - Two button coat – button top button
  - Three button coat – button top two buttons
  - Double breasted coat – button all buttons
- Shirts look more powerful in plain white/ blue/pink or any light colour.
- Shirts must be starched and ironed appropriately
- Obey the rules of Plain and Patterned

Tosin Babasanya-Craig

# Shoes/Belts/Ties

- The color of your belt & shoes must match
- I suggest shoes with laces.
- Shoes can make or break the suit, buy some high quality shoes
- Polish your shoes
- Socks need to be long enough to cover your leg when your legs are crossed
- Belts can be of medium quality as long as they look good
- A cheap looking tie can ruin a suit
- Make sure your tie is conservative, no crazy designs or logos of your favorite cartoon characters



# Shoes/Belts/Ties

- Ties should reach your belt buckle.
- Socks match either pants or shoes.
- Use Cufflinks if the shirt requires it.
- Good Wrist Watch.
- Use your Wedding ring by all means if you own one.
- A thin wallet and briefcase.



# The DON'Ts of Professional dressing: Men

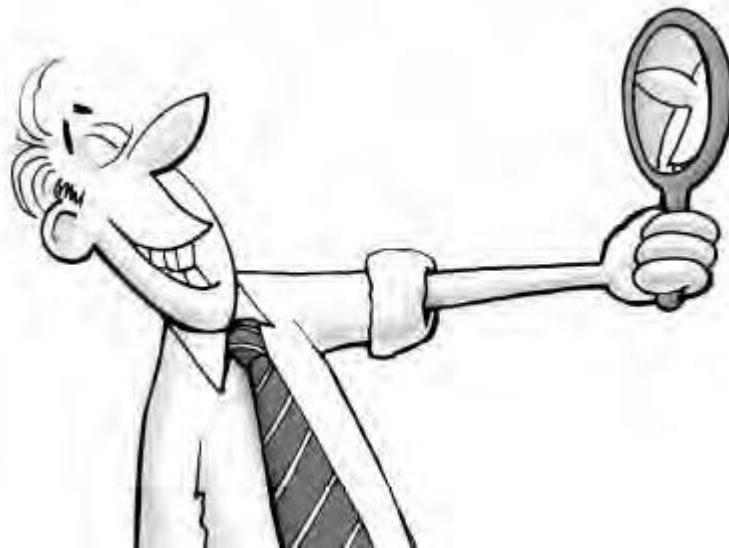
- ☀ T-shirts on Jeans (without a jacket)
- ☀ Poorly coordinated outfit
- ☀ Slippers/slip-ons
- ☀ Leather wears; skirts, trousers, jackets
- ☀ Visible tattoos
- ☀ Scruffy shoes & sandals

# Conclusion: Is Image EVERYTHING?

**PIE = PERFORMANCE + IMAGE + EXPOSURE**

**“The way you look may not make up for poor performance,  
but it could give you a competitive edge in your career.”**

# Look again, WHO DO YOU SEE



You're dressed like a winner. Now, look into the mirror and perfect the winner look and attitude. Square that shoulder, stand straight, look in the eye. And stride ahead in the corporate ladder.



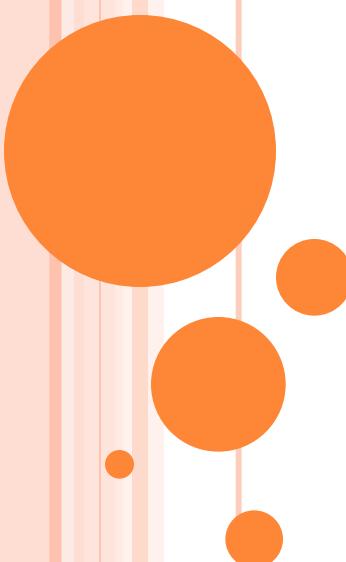
Please ask me at least one question.



Thank You



# IMPRESSION MANAGEMENT



The  
**etiquette**  
Place  
Protocol University, Boston USA.  
-affiliate member

- Perception may not be the truth, but it is stronger than reality!



- There are over 700,000 non verbal cues!





- You may not be aware of this, but you are constantly making a statement...with your impression!





○ People rarely form impressions about you from ‘Rational thinking’ or Personal Investigation





- A study by Albert Mehrabian proved to be quite instructive:
- He discovered that people form impressions about others in the following ratio:
  - 55% - Appearance
  - 38% - Vocal Quality
  - 7% - Content/skill





# ○First Impressions

- Are transmitted unconsciously
- Actively
- Whether we are aware of it or not!



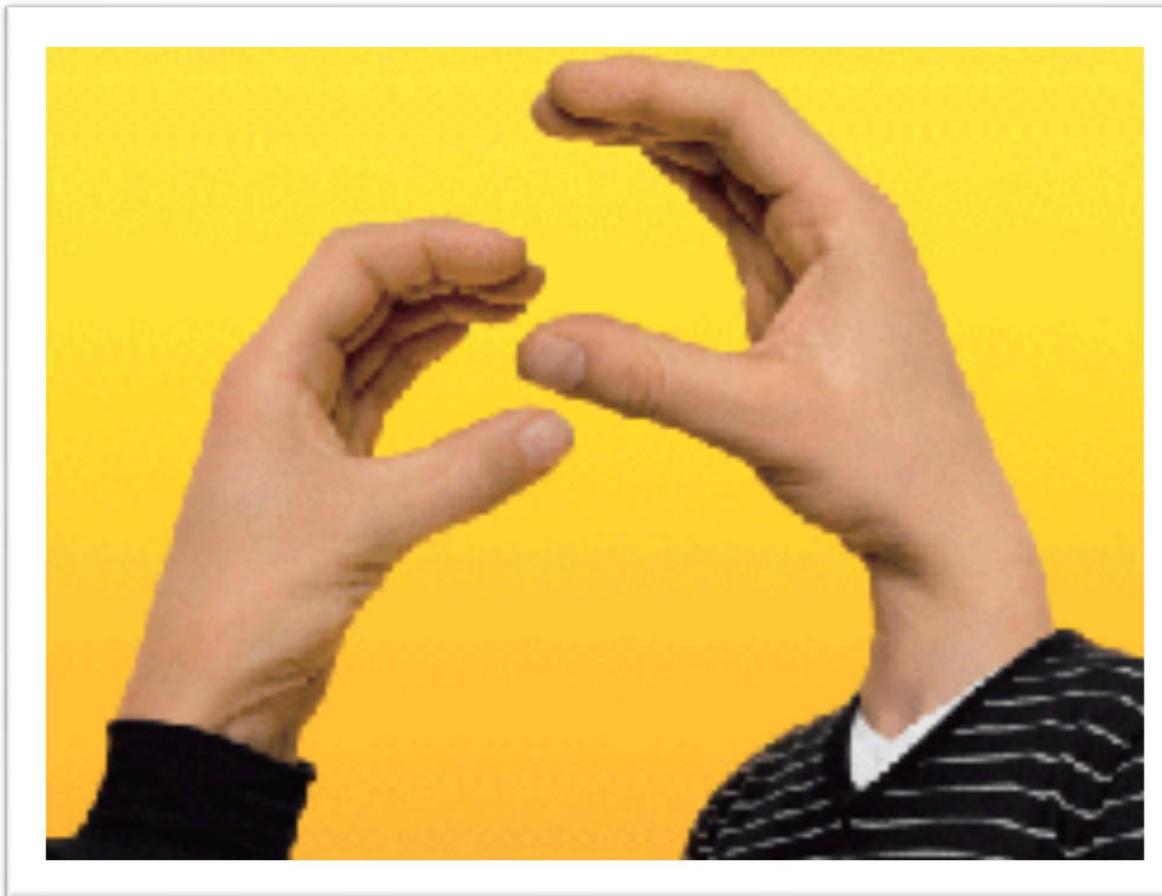
REAL OR IMAGINED.....

## ○ First Impressions

- In much less than a minute. In fact, in less than thirty seconds people, by sheer perception, have determined your:
  - Socio economic status
  - Educational level
  - How far they want to go with you!



# Non verbal Communication



# Noxious Behaviour & Social Vices

## Toxic habit:

- attitudinal virus seeking to destroy the antibodies of composure and decorum you have acquired!



# Irritating Lifestyles

- Lack of personal cleanliness
- Appalling hygiene
- Mouth odour
- Body odour
- Unshaven armpits
- Overgrown moustache
- Bushy hair...everywhere
- Sweaty armpits
- Careless laundry habits
- Dandruff
- Plaque / Saliva at the corner of the mouth



# Outward display of tasteless Behaviour

- Pinching pimples
- Scratching profusely
- Eating/chewing noisily
- Spitting in public
- Nagging about minor incidences
- Farthing/ belching without an iota of care
- Starring unrepentantly
- Picking of nose, ear/teeth with unimaginable delight
- Adjusting private areas in public
- Shouting, poking, pointing at people
- Peeing in public



# ○Non verbal Communication

- Dress sense
- Carriage
- Demeanor
- Grooming
- Body language
- Manner of speaking



- Non-verbal communication
- What are you saying when you are not speaking?
- You are saying so much, it is hard to believe anything else.



- The volume of your non-verbal communication is actually louder than your verbal words



- The big Question is:

- What harm has your non-verbal communication done?
- Has it affected your degree of effectiveness? Positively?  
Negatively?



# ○Impression Management

- Project confidence
- Portray authority
- Command respect
- Project personal Power



- Look into the mirror: what you see is what you get!
- “The response you get is your true communication”

Robert Kiyosaki



○ What you say  
verbally does not  
erase the impression  
from your non-verbal  
cues



# ○ Perceived attractiveness

- Perception is indeed reality
- People are perceived like brands.
- When people perceive you as a successful achiever, they tend to treat you as one
- People who are perceived as productive and successful earn and perform better than those who are not



- Anyone can be perceived to be productive and attractive...Anyone!



- Perceived attractiveness
- What to do?
  - Invest in yourself!
  - Learn the right carriage, posture, manner of speaking
  - Acquire excellent grooming, demeanor



- The 21<sup>st</sup> century illiterates are not those who cannot read or write
- They constitute those who are unable to learn, unlearn and relearn

Alvin Toffler



# ○ Success

○ If you adorn yourself with the attitudes of the successful, you will naturally be perceived as successful



- Success

- Visual clues of success level:-
  - Calmness
  - Graciousness
  - Poise
  - Appearance
  - Manners
  - Reaction and attitude to situations
  - Language & vocabulary



- Make every occasion special
- Prepare. Prepare. Prepare.
- Hard work looks easy to the observer when we prepare
- People tag you ‘Lucky’ when you have prepared assiduously for a task until it becomes a habit



- If you prepare to make a great impression at specific and exclusive event, chances are that will miss many opportunities



oMensah Otabil  
says: Buy the  
Future...with  
your attitude



A photograph of a person skydiving, suspended from a harness. They are in a horizontal position with their arms and legs spread wide, creating a cross-like shape. The background is a clear blue sky with some wispy white clouds at the bottom.

○Your attitude is  
directly  
proportional to  
your altitude!

oThank you!





# SOCIAL & BUSINESS ETIQUETTE

The advantage...

# What is etiquette?



- **Etiquette** fundamentally prescribes and restricts the ways in which people interact with each other, and show their respect for other people by conforming to the norms of society. For example dressing, eating and conversational habits.

# Origin of Etiquette

- Etiquette began in ancient Egypt's Old Kingdom during the reign of the Fifth Dynasty king Djedkare Isesi (ca. 2414–2375 B.C.)



# Courtesy is:

- Good Manners
- Civility
- Good Breeding
- Graciousness
- Polish
- Poise

# **Good business etiquette should reflect in the way you:**

- Write memos
- Conduct meetings
- Answer phone calls
- Interact at all levels

# Cost of Etiquette Violations

- Violations of etiquette, if severe, can cause public disgrace, and in private hurt individual feelings, create misunderstandings or real grief and pain, and can even escalate into murderous rage

# **When to Shake Hands**



- When being introduced
- When saying goodbye
- When someone comes into your office
- When you run into someone outside the office
- When you host a gathering

- Firm
- Direct
- Professional
- Brief



# The correct handshake



# Unacceptable Handshake

The double  
handshake



# Double handshake



# Unacceptable handshake

Timid/limp  
handshake



# Unacceptable handshake



# Too close for comfort





The  
**etiquette**  
Place

# **Handshaking - The Ultimate Greeting**

## **– Handshaking Helps**

- Extend your hand with confidence
- Within a second or two of meeting the customer
- Make eye contact as you shake hands



# Handshaking - The Ultimate Greeting

- Always be ready to initiate or receive a handshake in business and social arenas
- The right hand must always be free
- The left hand should hold only one item
- Extend your hand with the thumb up and fingers out
- Web to web
- Shake from the elbow

# Rules of handshakes

- In a group, don't attempt to shake hands with everyone
- For men, don't shake hands with a lady. The initiative must come from the lady
- Do not offer your hand to an older person
- Handshakes should be firm and not prolonged

# Introducing/Addressing People

- Never give yourself an honorific
- If you forget a name, don't guess
- Use first name or nick name only with permission
- Introduce from junior to senior executive
- When being introduced
  - Rise up
  - Step forward
  - Smile
  - Give your name if necessary

## Business Introductions

- “Hi” is not professional
- 2 U vs. U 2
- Order of precedence

**Formula: Greater authority receives Lesser authority**

- The name of the greater authority is always spoken first e.g
  - *Mr. greater authority, I would like to introduce Mr. lesser authority*

# Say and do it right

- Formula: The name of the older or more distinguished person is spoken first
  - Younger/less distinguished person is **presented to** older/distinguished person
- Men are presented **TO** women
- Exception: Presidents, Ambassadors, Heads of legations, Governors, Royalty, church dignitaries

# **Say and do it right**

- Make eye contact as you say the names
- Tell something about each person whom you introduce

# **Too Close for Comfort**

- Don't cosy up to someone with whom you are engaged in a one on one conversation.
- One's 'personal zone' of inviolate space is generally 18 inches to 3 feet around them.

# The spacing guidelines

In a business setting, 3 feet to 4 feet is the correct distance and should be applied when:

- Standing greetings
- Walking up to someone's desk
- Coming up behind someone

6 feet is considered distant or aloof.

# Touching Rules

Outside of visiting a good friend, or the standard business handshake, the rule is  
**'No Touching'.**

***Never touch a male business associate!***

It is guaranteed to generate all the wrong impressions

# Networking

- ❖ Don't just go there cold
  - Take a pack of your business cards
  - Look professional
  - Appear friendly
  - Prepare a short introduction of yourself
- ❖ Take initiative
- ❖ Stay focused

# THANK YOU



# THE END

# EMOTIONAL INTELLIGENCE



COMFORT COLEMAN

# Quotes

- Emotions have thought mankind to reason
  - Marques De Vauvenargues
- The emotional brain responds to an event more quickly than the thinking brain
  - Daniel Goleman
- Emotions are the untapped resource of every organisation
  - Timothy Warneka



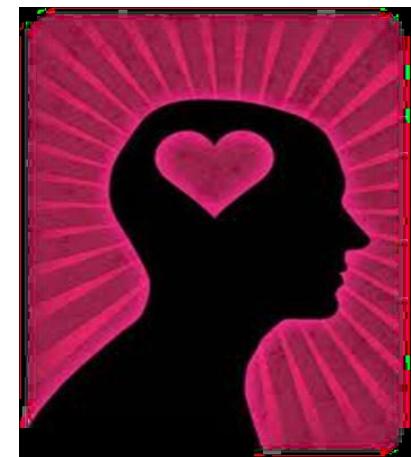
# Introduction to E.I

- Emotional Intelligence is not about being nice all the time
  - *Its about being honest*
- Emotional Intelligence is not about being “touchy-feely”.
  - *Its about being aware of your feelings and those of others*
- Emotional intelligence is not about being emotional
  - *Its about being smart with your emotions*



# What is Emotional Intelligence?

- Emotional Intelligence is ability to understand one's emotional make-up and the emotional make-up of others and use insight from this knowledge to effectively manage and regulate one's own emotions to make good decisions and to act effectively in relation to others.



# Why it Matters...

“We are being judged by a new yardstick; not just how smart we are, or by our training and expertise, but also how well we handle ourselves and each other.”



*\_ Daniel Goleman,  
PhD Working With Emotional  
Intelligence*

# Why Emotional Quotient...

- Technical proficiency and intellectual ability contribute little to working productively with others.
- EI is twice as important as technical skills.
- Leadership failure is often due to inflexibility and inability to manage relationships with others.
- 90% of difference between “Star” and average performers is due to emotional intelligence.
- 50-70% of an organization’s climate is due to leader’s influence —and climate accounts for 20-30% of organization’s performance.



# Personal Mastery over Individual Life's Purpose and

## Relationship – essence of living

- All about life is relational
- Right relationship is development
  - Development is change; change is development
  - Right relationship with change is the premise for development, progress and emergence of the
    - Better
    - Brighter
    - Beautiful
- Relationship as a result of identity with the
  - Good
  - True
  - Beautiful

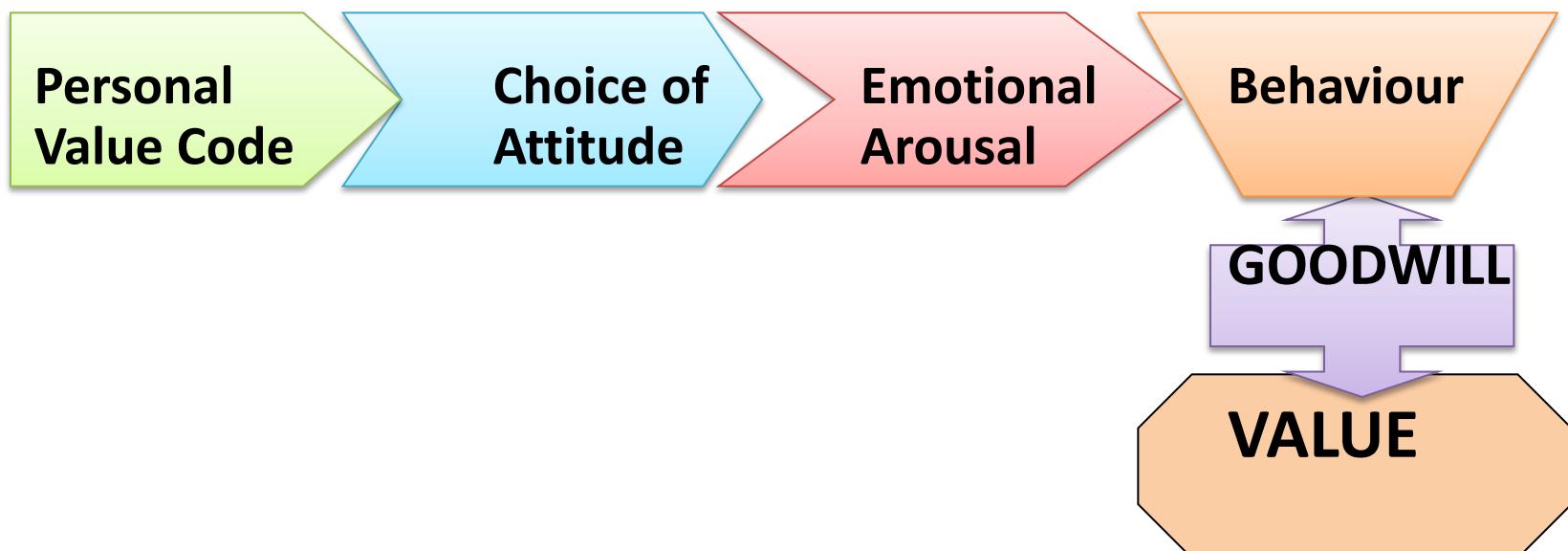
## Identity: who am I?

- “know thyself, for in thyself is to be found all there is to be known.”
- Discovery of one’s identity is an unfolding process
- Quest in life is to become a truly integrated personality

# EI: The Basis of Right Relationship

## – The SME entity

- Spirit
- Mental
- Emotional



# Intelligence Quotient Vs. Emotional Quotient

## High IQ

- Critical
- Condescending
- Inhibited
- Uncomfortable with sensuality
- Emotionally bland



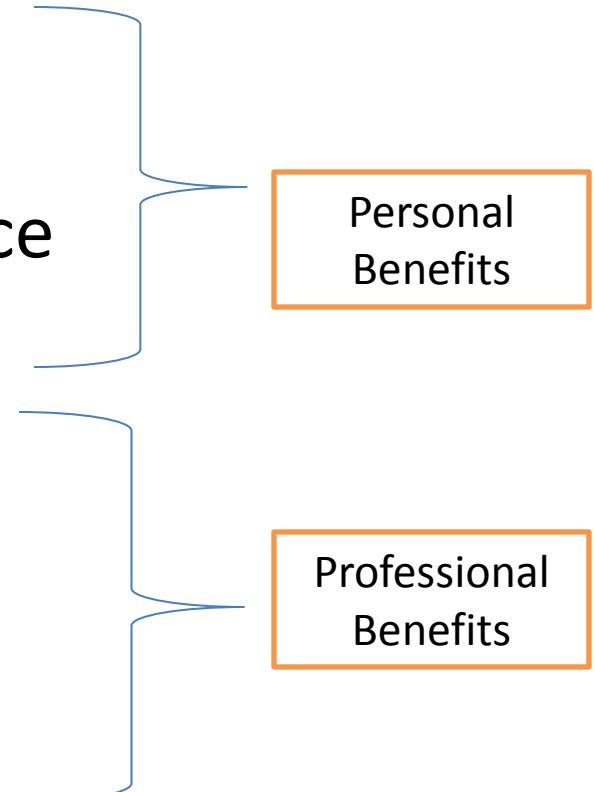
## High EQ

- Poised
- Outgoing
- Committed to people
- Sympathetic and caring
- Comfortable with themselves

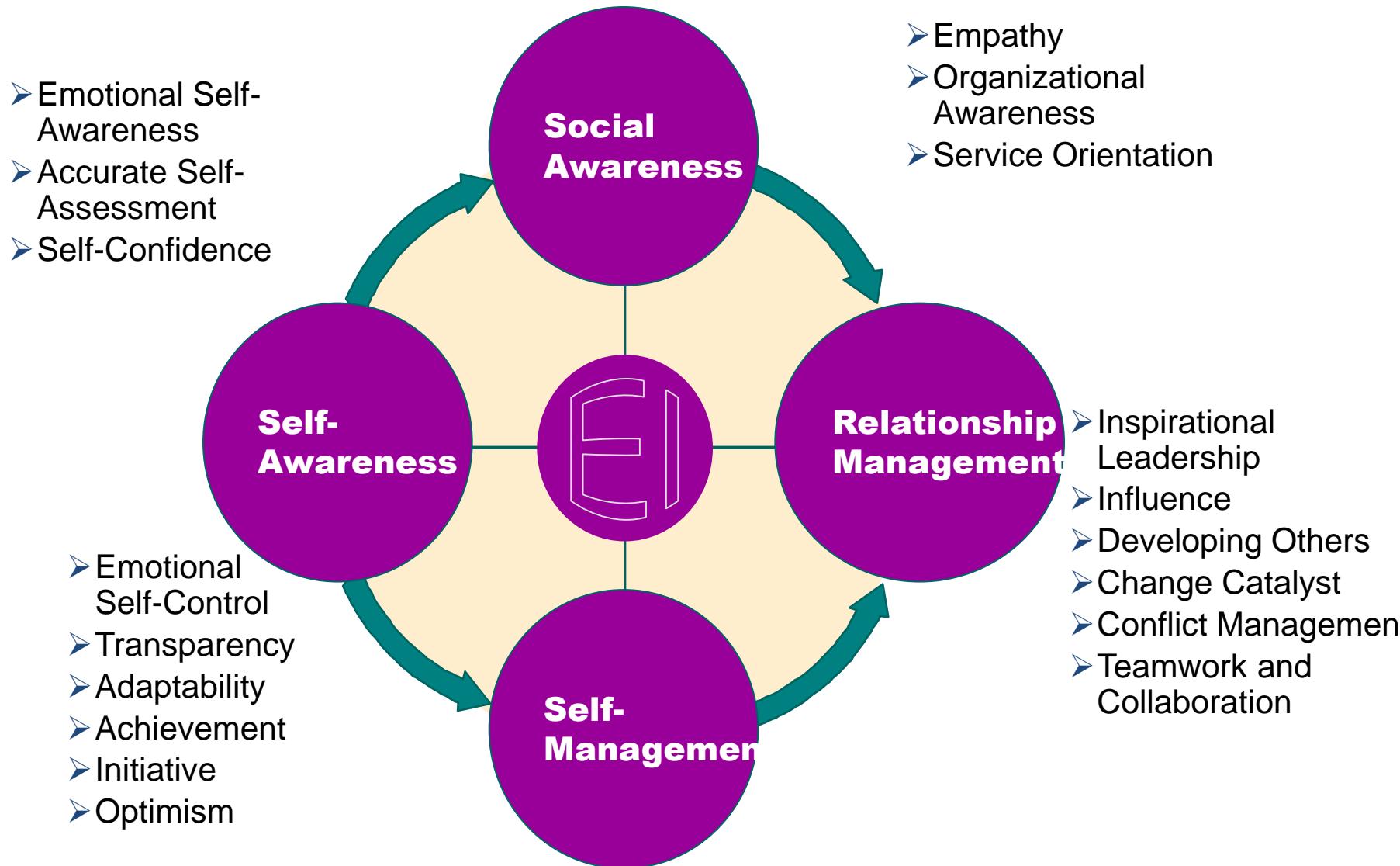


# Benefits of Emotional Quotient

- Greater career success
- Stronger personal relationships
- Increased optimism and confidence
- Better health
- Effective leadership skills
- Improved communication
- Less workplace conflict
- Better problem solving skills
- Increased likelihood of promotion



# Emotional Intelligence Competencies



# WORKPLACE DYNAMICS

## Team Roles

Reception



Team Leader



Legal Advisor



Admin



IT Manager



Logistics



Public Relations Officer



Social Media  
Manager



# MANAGING WORKPLACE DYNAMICS

There are few, if any, jobs in which ability alone is sufficient. Needed, also, are loyalty, sincerity, enthusiasm and team play

- William B. Given, Jr.

You can buy people's time, you can buy their physical presence at a given place; you can even buy a measured number of muscular motions per hour. But you cannot buy enthusiasm, loyalty or devotion of their hearts. This you must earn.

# Usefulness of E.I in Managing Team Dynamics in the Workplace

- It will solve our retention and morale problems
- Improve our creativity
- Create synergy from team work
- Increased understanding of people's perspectives
- Ignite the best and most inspired performance from our followers
- Achievement of business objectives and goals
- Tenacity to face and resolve both internal and external conflict



# Applying EQ in the Workplace

- HR Planning
- Job profiling
- Recruitment, Interviewing, selection and Training
- Management development
- Customer relations and service
- Corporate culture
- Emotional support
- Leadership



# RESONANT LEADERSHIP

*Resonant Leadership is the ability to enhance and magnify performance through harmonious interaction.*

- Resonant Leadership begins with recognition of leaders' essential humanity and analyzes the physical, mental, and emotional triggers that make men and women strong or weak as leaders.



# RESONANT LEADERS...

- ✓ Inspire
- ✓ Build Trusts
- ✓ Prioritize
- ✓ Hopeful
- ✓ Set Goals
- ✓ Listen to Worker's Negative Feelings
- ✓ Respond Empathetically & Supportively
- ✓ Are in Tune with their Values
- ✓ Manage their Emotions & that of Others in ways that drives Success



## The Resonant Leader

- **Resonance minimizes noise**
  - Reinforces synchrony
- **Attuned with the feelings of the people**
- **Amplifies & prolongs the emotional impact of leadership**
- **People feel mutual comfort**
  - They share ideas
  - Learn from one another
  - Make decisions collaboratively
  - Stay focused (amid change & uncertainty)

## The Dissonant Leader

- **Out of touch with the feelings of people: lack of harmony**
  - Makes people feel emotionally discordant
- **Emotional toxicity & flooding**
- **Dissonance dispirits people**
  - Burns them out
  - Sends them packing
- **Abusive leaders**
- **Manipulative leaders**
  - Caring about little other than their own advancement

# Task of A Leader

To prime good feelings in those they lead

Generate, for the job ahead:

- Excitement
- Optimism
- Passion

Cultivate an atmosphere of:

- Cooperation
- Trust
- “A leader is a dealer in hope” - Napoleon



# Emotional Intelligence & Leadership

- Consultation and involvement
- Autonomy And Freedom
- Opportunities For Growth,
- Challenge And Glory
- Inclusion And Team Spirit



# Seven Simple & Powerful Tips

- Take time every day to appreciate what is right in the world/your life.
- Increase your emotional word vocabulary.
- Be your own best friend.
- Listen with your heart.
- Talk back to yourself.
- Tune in to your body.
- Follow the three “R’s”—Respect for self.—Respect for others.—Responsibility for all your actions.—(Dalai Lama)
- Smile more!



# Your Action Plan

Identify **THREE** actions:

- What will you STOP doing?



- What will you KEEP doing?



- What will you START doing?





[www.etiquetteplace.net](http://www.etiquetteplace.net)  
Facebook.com/etiquetteplace  
@etiquetteplace  
08037433033