

Week 1: Tuesday Com1 Notes

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Behavioural Competencies presentation made with my group, includes all the different behavioural competencies that are essential.

- **Analytic**
 - Critical thinker, researcher, strategic, optimise, implementer
- **Independent**
 - Accountability, courageous, disciplined, networker, self-starter
- **Determined**
 - Motivated, goal-oriented, endurance, positivity, focused
- **Professional**
 - Communication, reliability, demeanor, appearance, poise
- **Studious**
 - Life-long learner, curious, cognitive ability, reflection, iterative growth
- **Imaginative**
 - Divergent thinker, creative, open minded, sharing ideas, value driven

These are the 6 Behavioural competencies that make a person a great colleague and general person as it helps them be successful, innovative and approachable

- **GRIT**

" Growth is about how likely we are to go seek fresh ideas, perspectives inputs, and idea to help you success at that thing. "

" Resilience is about bouncing back from adversity and being able to use adversity to your advantage "

" Instinct is about going about after our goals the best way, not the hardest way "

" Tenacity is that perseverance, persistence, never say die never ay quit dimension of GRIT. "

- **Time Management**

1. Timeboxing is a very simple technique to manage time and become more productive. The idea is to allocate a certain amount of time to an activity in advance and then complete the activity within that time frame.

2. **Task Management** - In essence, task management is deemed very important among executives because it helps them become more productive; it reduces the time allotted for setting priorities, encourages us to make use of the art of delegation, and enables us to differentiate from the four kinds of individual tasks which are: urgent and important, not urgent but important, urgent but not important, and not urgent and not important.

- **[#] The 2 Minute Rule [#]**

- The rule is simple: Starting a new habit should never take more than two minutes to do. (The name of this strategy was inspired by the author and productivity consultant David Allen. He has his own 2-minute rule for improving productivity, which states, "If it takes less than two minutes, then do it now.")

- Don't think about it, don't add it to your to-do list, don't put it off for later. Knock it out.
- **Ubiquitous Capture :**
 - It is a task that needs to be captured in a way that will remind you of What is needed to be done, for example calendar, notes or Trello. Keep notes of a presentation that reminds you to ask anything you are curious on for example. This can be good because it can remind you of a task in its entirety, to avoid missing bits and pieces

Granularity: Breaking tasks into smaller chunks so they are easier to manage

Priority Order > Break Tasks into grain-size > Most Important task first

EISENHOWER MODEL

Urgent Not urgent:

Important: 1 - Necessity 2 - Quality

Not important: 3 - Deception 4 - Waste

1 Need to do

2 Work on it

3 Need to do but not a high priority

4 Not need to do right now

- Important activities have an outcome that leads to us achieving our goals, whether these are professional or personal.
 - **DO** (Do it now)
 - **DECIDE** (Schedule a time to do it)

Urgent - If there was a fire then that is urgent and you need to leave. This is a task that takes priority over any **important** tasks as it is a task or action that will usually have an immediate affect.

- Urgent activities demand immediate attention, and are usually associated with achieving someone else's goals.
 - **DELEGATE** (Who can do it for you)
 - **DELETE** (Eliminate it)

Urgent and Importance matrix:



The **Pareto Principle** is an empirical theory that is also known as the **80/20 Principle** - because in Italy **80%** of the land was owned by only **20%** of the population.

Meaning that **80%** of the population is left with **20%** of the and to live on.

The definition of **Communication** is to transfer the information to another person. There are lots of different ways to do this. But it is important to make sure it is **effective** communication. If the person you talking to does not understand something you have said then you have not communicated your information properly.

- **Poor Communication**
 - can lead to dead-ends and also affect the development of any product; for example it may lead to an incorrect product Meaning

more money and resources will be needed to correct that.

- Loss of Business
- Mistakes
- Lack of coordination
- Damage to corporate image
- Employee frustration
- Poor Morale

- **Aspects of Poor Communication**

Personal, Physical, Geographical, Cultural or Organisational

- **Cultural** - different places expect different behaviour (china, USA, UK)
- **Personal** - **self-awareness** of own behaviour (flailing hands), passionate presentation, body-language.
- **Verbal** - **verbal communication** is something that is said, it is tailored usually towards the audience (for example non-jargon) for non programmers
- **Vocal** - the tone of the voice, you need to make sure it is clear, harsh tone for rules and a soft tone for general communication
- **Visual** - the look and physical hand gestures, movements of the presenter can sometimes give someone an impression.

Perception is Projection : How we present ourselves, how we turn up and present ourselves when going to give a presentation. For example good expression, hand gestures and interaction with the presenter.

| " It is not what you say, its how you say it "

- **Body Language**

- Sit or stand at right angles, on the same level
- Respect personal space
- Use open gestures

- Focus on the other person if they are presenting
- Lean in to show interest
- Lean further to apply pressure
- Lean back to relax
- Maintain appropriate eye contact

7 Habits of Effective people

- **Be Proactive** - Focus on the things you can control rather than things you can't.
1. **Begin with the end in mind** - Beginning each day with a clear vision of your desired direction and destination.
 2. **Put first things first** - what we say vs how we allocate our time.
 3. **Think win-win** - For you to win they do not have to lose.
 4. **Seek first** to understand then to be understood - Does what you do offer value?
 5. **Synergy** - You can do more than just by yourself.
 6. **Sharpen the Saw** - Go the long way even if it takes time

There are various levels of listening:

1. **Cosmetic**
2. **Conversational**
3. **Active**
4. **Deep**

Building Rapport

Starting at a new workplace it is important to become involved, mutual attentiveness, positivity, coordination.

Being positive and likeable as well as having good communication and effective working can maybe help influence an employer to want to hire you in the future.

Real Listening

- Listen to the deeper meaning behind what they are saying.
 - Why are they saying what they're saying?
 - How do they feel about it based on their language and their body language?

| " It is something that is learned and practice everyday "

- **Why it is so hard**
 1. There is so much going on in our minds (noise and distraction) mental and emotional space to listen to the other side
 2. To listen to the other side we need to learn to listen to ourselves first, let emotions go and listen (moment of silence to tune in and see where we are)
 3. teach and learn to listen to each other better