INCREASING PERSONAL EFFECTIVENESS [IPE]

Overview
This course will provide participants with practical tools and skills to use in their day-to-day interactions—tools that create and sustain personal effectiveness. By using these skills, the participants will see a notable difference in their relationships with the people they work with, as well as individuals in their personal life.

Target Audience
Non-supervisory level employees, frontline leaders

Learning Objectives
By the end of the workshop, participants will be able to:
- Understand themselves and the day-to-day choice they make that impact their accomplishments and job performance.
- Build self-awareness about their strengths, skill sets, and areas that need strengthening.
- Identify individual behavior styles in order to maximize their communication with others and increase their personal interactions with direct reports, peers, and senior management.
- Improve their communications abilities with co-workers, management, and team members by building assertive language patterns and resolving conflicts in a win-win fashion.
- Achieve goals that will result in growth, change, and increased effectiveness.
- Become accountable for one’s own behavior, communication, thinking skills, and professionalism through one’s own personal choices.

Competencies
- Communication
- Managing Relationships
- Teamwork
- Change
- Continuous Learning

Course Content
- The IPE model: Choices, Results, Effectiveness
- New Choices for Growth and Change
- Six Step Change Process
- Self-Awareness of Behavior, Values, and Behavioral Style
- Understanding Behavioral Styles
- How Your Thinking can Limit Your Effectiveness
Who Needs to Take This Course?
1. Any staff-level employee who would like to increase their personal effectiveness, particularly when interacting with others.
2. Does the employee:
   • Need to communicate more assertively with others?
   • Understand how to adapt his/her behavior in order to more effectively work with others?
   • Need to improve his/her listening skills?
   • Need to become more accountable for their individual behavior and results?

Format / Length of Course
Format: Classroom  
Length: 2 Full Days

Cost
$200 per participant for materials

Required
Communication/Interpersonal Skills Track  
Administrative Professionals Track

Prerequisites
None

Related Workshops
1. Interaction Skills for Success

Pre-Work Required?
No prework required for the workshop participant.

The manager of the workshop participant will complete and return a survey to Learning Services prior to the participant’s attendance, related to the participant’s current level of effectiveness.

Manager Actions Required
Pre-Class:
• Talk with your employee about strengths and development opportunities related to the competencies.
- Relate the information from the course to their job specific responsibilities.
- Ask the employee how they believe they will benefit from the workshop.
- Complete the Manager Pre-Course Ratings of the employee’s behavior and return to Learning Services. (You will receive this about 2 weeks prior to your employee attending the course.)

Post-Class Support:
- Have a discussion with the employee about their impression of the workshop.
- Give the employee feedback about how they are demonstrating the behaviors related to personal effectiveness.
- Follow the IPE Post Course Manager Discussion Guide and talk with him/her about their current job, how they can be more effective in their present position, discuss their goals, and how their career can become more challenging and satisfying.