

# MANAGEMENT — ● ● ● — ESSENTIALS

*Workbook & Notes*

*Session 1*



# Understanding Ourselves First

## Your legacy

What is my role in helping the business succeed?

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How would I like my team to feel about working for me?

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How would I like to be remembered by my team in years to come?

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What do my team need from me to achieve this?

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## Behaviour breeds behaviour

In face to face situations the most powerful tool in building rapport and engaging with our team (and customers) is through our body language.

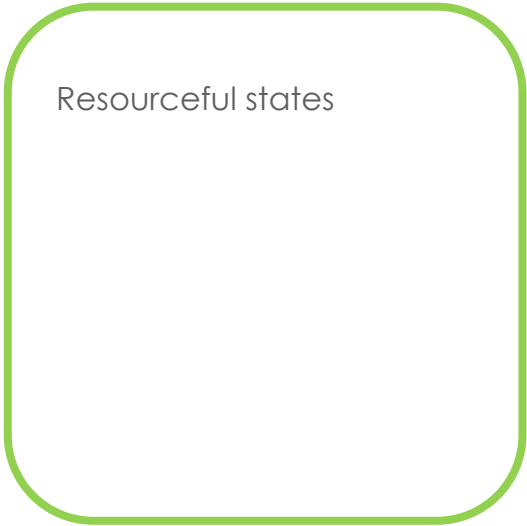
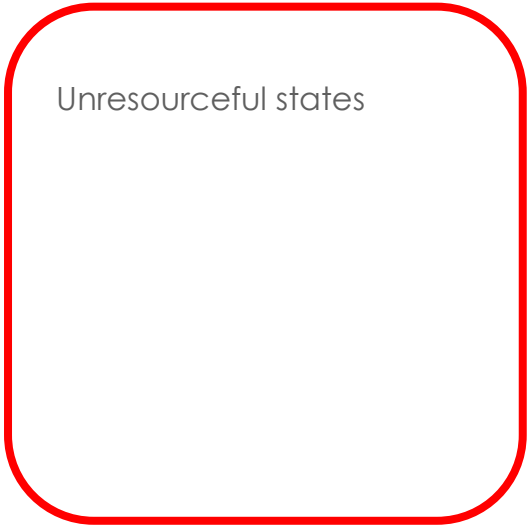
Our moods and emotions are usually evident to others from our behaviours, facial expressions and tone.

Some emotional states can have a negative impact on everyone we speak to or come into contact with – colleagues and customers alike.

What emotions do your team, colleagues & customers normally feel when dealing with you?

*"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."*

Maya Angelou



Play from a 10



$$E + R = O$$

3 x 3

**X 3**

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**X 3**

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**X 3**

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## The Emotional Bank Account

An emotional bank account is a metaphor that describes the amount of trust that has been built up in a relationship.

If I make enough deposits with you through courtesy, kindness, honesty and keeping my commitments to you, I build up a reserve. Your trust becomes higher and I can call upon that trust if I need to.

There are 6 key deposits

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Getting your daily DOSE

**D**

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**O**

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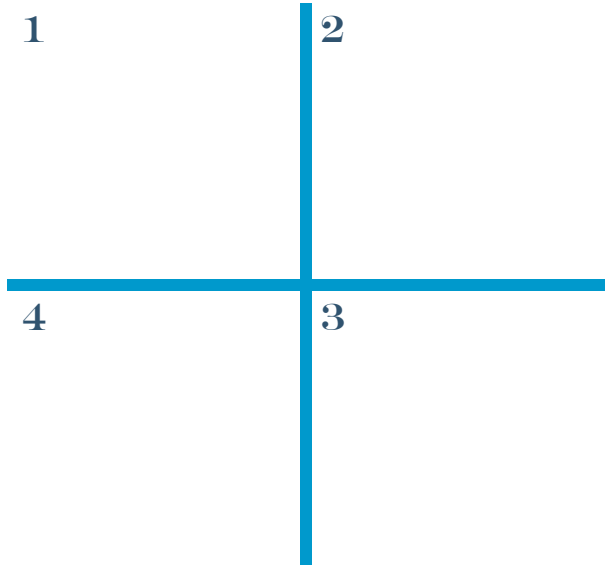
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What's my style



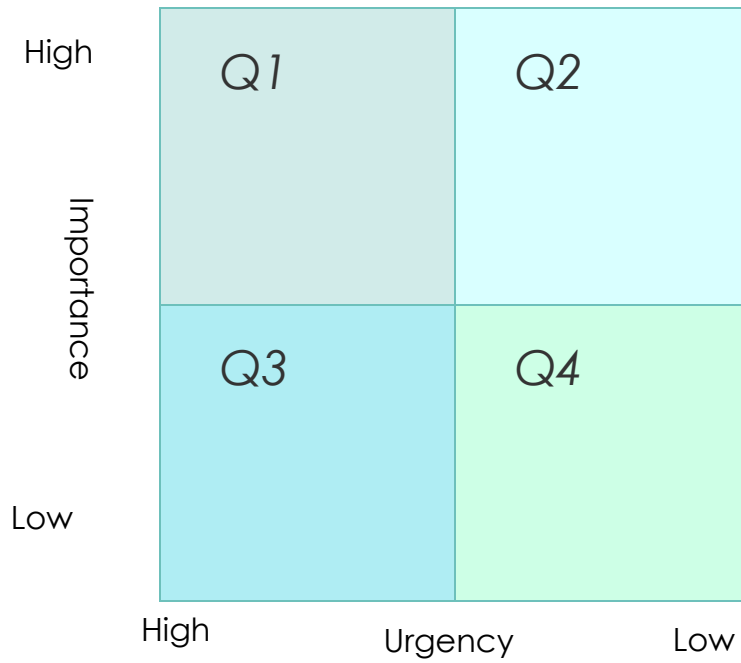
How you might see yourself

How others might see you

How do I stack up?

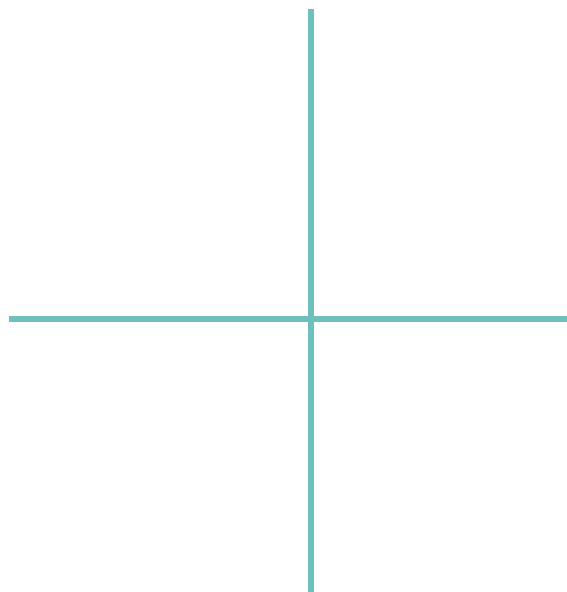
# How I spend my time

Prioritising



Effort

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# Actions & Learning from Today

What did I learn

**1.**

**2.**

**3.**

What will I action

By When

**1.**

**2.**

**3.**