



Co-funded by
the European Union



BOOST TRAIN & RETAIN

Project: " Boost Train& Retain"
KA220-ADU-000089073

TRAINING MANUAL FOR WORKERS

The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

1.INTRODUCTION	2
2.TRAINING PILLS FOR WORKERS	3
2.1 SELF-AWARENESS.....	3
2.2 PERSONAL ACCOUNTABILITY.....	4
2.3 SELF REGULATION	7
2.4 MOTIVATION.....	9
2.5 SELF TRUST.....	12
2.6 TIME MANAGEMENT.....	14
3. LEARNING TOOLS FOR WORKERS	15
3.1 Goals Bingo	15
3.2 Motivation Partner	16
3.3.I'm all ears!.....	17
3.4 EI experts.....	19
3.5 Embracing myself	21
3.6 Challenge & Evidence	23
3.7 Nonverbal cues.....	25
3.8 Confidence	28
3.9 The Time Jar	30
3.10 Eat the frog!	31
3.11 Role Reversal Simulation	33
3.12 Brainstorming Workshop.....	34
3.13.The Daily Reflection Journal	35
3.14 The Goal Setting Workshop.....	36
3.15 Progressive Muscle Relaxation (PMR)	37
3.16.Mindful Breathing Exercise.....	38
3.17 What could I have done differently?	39
3.18 Share core values	40
3.19 Reflect on your behaviour	41
3.20 Am I what I want at work?.....	42

1.INTRODUCTION

The Project " Boost Train & Retain" is implemented by a consortium from six different countries :

- ✓ **LACONSEIL Belgium – leader**
- ✓ **CPIP Romania- partner**
- ✓ **I&F Education Ireland - partner**
- ✓ **Innovation Hive Greece - partner**
- ✓ **ERIA Latvia - partner**
- ✓ **ELEBO Spain - partner**

The project plans to show the importance of the application of Emotional Intelligence tools, skills and strategies for HR department, coaches and HR trainers and workers or lowed skills adults looking for secure and recognition in the labor market, especially in this moment when a large number of organisations is facing the challenges of many unpredictable changes.

The target groups that will benefit from the project are:

-HR department staff

-Workers

-Trainers, coaches and other stakeholders such as: employers, training centers.

The project WorkPackages (WPs) are :

- WP1 - Project Management

-WP2 - HR Staff 2.0

- WP3 - Expert worker toolkit

- WP4 - Trainer Training

Given the drastic changes currently facing the economy and training worldwide, the Boost Train & Retain project aims to be the key to improving processes around these fields and objectives.

We have been able to reach this conclusion through research, carried out by the project partners, through surveys directed at companies of all sizes.

HR managers told us that they were currently going through change processes (elected, imposed or even both), for which they are not well trained and consider that they need a significant improvement in terms of different skills and tools.

Some of the most mentioned needs were the definition of the strategy to follow and the ability to identify new objectives and other soft skills that they consider necessary. As can be seen in the results of the surveys carried out and attached to this project. It will be precisely these needs that we would cover with this project.

The Boost Train & Retain project provides significant added value in comparison to complementary and previous projects and literature, as it is clearly oriented towards very important target groups for the national and European economy but with a new perspective: empowering and equipping the target groups with tools and skills that have already taught us the great improvement of so many professional and personal aspects.

Furthermore, it builds upon and improves existing training and mentoring materials, provides a training access to the target groups and improve the existing as well as establish new networks of exchange between them.

The first objective of this WP is to detect the needs, gaps and areas for improvement of the target group that concerns us in this case - the workers. Only by doing a good job of research can we collect enough material to develop training materials and tools to help them work, improve and meet these needs. Therefore, the second objective, which is the main one of this

WP, is that these tools adjust to the demands of our target group and that they are sufficiently versatile, so that with small changes they can be used in any difficult situation than in some other situation and time will go through the organization. At the same time, we want to develop training material and tools that are versatile enough to serve to achieve greater comprehensive well-being by being able to apply them in personal situations as well. All this, based on Emotional Intelligence, as we are proposing, will be very easy to achieve.

This WP is very important to achieve one of the objectives of our project which is: Provide the employees with THE CAPACITY FOR SELF-MOTIVATION, SELF-LEADERSHIP and TOOLS FOR EMOTIONAL SELF-MANAGEMENT

The most important result of this WP3 is the development of the tools that are going to be offered, compiled in a manual, to our target groups. Although this WP has a specific target group, which is the workers, one cannot lose sight of the fact that the first target group (HRR) together with the second (the workers) are part of the same system and only the two parties work. you can get the success of all the gear. Therefore, the manual will not only serve the workers, but also the HR department, for which it will represent an important support in identifying training needs within their organizations.

2. TRAINING PILLS FOR WORKERS

2.1 SELF-AWARENESS

Self-awareness is:



A way of recognizing your own skills, talents, and capabilities, as well as your limits and areas where you need improvement!

Aim – The aim of this topic is to support workers but also people from a wide range of companies and institutions to be aware of the major importance that self-awareness has both personally and professionally. Self-awareness is essential to personal and professional development, having a positive impact on how we interact with others and navigate life.

Objectives

- a) To understand the concept of self-awareness and its usefulness in expressing emotions

- b) To learn about key techniques to react more effectively in emotional situations and prevent impulsive actions
- c) To build healthy relationships based on trust and understanding.

Content

- ❖ (Updated) definition of self-awareness: Learn to effectively define the self-awareness
- ❖ Three key sub-areas of self-awareness: Distinguish three sub-areas of self-awareness development
- ❖ Self-awareness in work environment (nowadays): Familiarize with methods of self-awareness

What is self-awareness in today's work environment and society?

Self-awareness allows you to understand and recognize your emotions, how they affect you, and how they influence your behavior. Thus, you can react more effectively in emotional situations and prevent impulsive or negative reactions. Self-aware workers are better able to manage conflict and find constructive solutions because they understand the perspectives of others and recognize their own mistakes.

Motivating factors of self-awareness:

- Understanding your own emotions and behaviors;
- Development of interpersonal relationships;
- Enhancing creativity and innovation;
- Increasing emotional resilience.

Key sub-area 1 of self-awareness

Emotional Awareness

This sub-area refers to the ability to recognize and understand one's own emotions and to identify how they influence one's behavior and decisions. It also includes the ability to manage your emotions effectively especially in the workplace.

Key sub-area 2 of self-awareness

Awareness of Values and Priorities

It involves knowing your personal values, principles and goals you pursue in your life. Understanding these aspects helps you make decisions aligned with what's important to you and stay authentic in your relationships.

Key sub-area 3 of self-awareness

Awareness of thoughts and beliefs

Here, self-awareness involves understanding your thoughts, beliefs, and biases. It is important to realize how these elements shape your perception of the world and how they affect your relationships with others.

2.2 PERSONAL ACCOUNTABILITY

Personal accountability is a powerful tool that can transform your life. By embracing it, you can experience increased productivity, better relationships, enhanced self-confidence, and a continuous journey of self-improvement. It's a quality that benefits you and those around you, making it an



essential ingredient for personal and professional success..

Aim – The aim of this topic is to support workers but also people from a wide range of companies and institutions to be aware of the major importance that personal accountability has both personally and professionally. Personal accountability involves taking responsibility for one's actions, decisions and results.

Objectives

- a) To understand the concept of personal accountability and its usefulness in today's workplace
- b) To learn how to develop positive relationships and contribute meaningfully to your communities and workplaces
- c) To build healthy relationships based on personal accountability

Content

- ❖ (Updated) definition of personal accountability : Learn to effectively define the personal accountability
- ❖ Three key sub-areas of personal accountability: Distinguish three sub-areas of personal accountability development
- ❖ Personal accountability in work environment (nowadays): Familiarize with methods of personal accountability

What is personal accountability in today's work environment and society?

Personal responsibility is essential to personal and professional success. It involves taking responsibility for one's actions, decisions and results. When people take personal responsibility, they are more likely to achieve their goals, develop positive relationships, and make meaningful contributions to their communities and workplaces.

Motivating factors of personal-accountability

- Trust and reliability;
- Autonomy and initiative;
- Personal and professional development;
- Taking actions.

Key sub-area 1 of personal accountability

Career and Workplace Responsibility

This sub-area involves taking responsibility for assigned tasks and projects as well as career development. Workers who take responsibility in this area complete their tasks on time and to the required standards, and own mistakes and try to correct them.

Key sub-area 2 of personal-accountability

Social and Community Responsibility

In this area, personal responsibility refers to the contribution to the community and society as a whole. This may include participation in community activities and volunteering, compliance with laws and company rules.

Key sub-area 3 of personal-accountability

Responsibility for Personal Health and Welfare

This area focuses on self-care and taking responsibility for your own health. Here, accountability can include stress management and mental health.

Benefits of Personal Accountability

Personal accountability is a cornerstone of self-improvement and success. It's the practice of taking ownership of your actions, decisions, and responsibilities, and it comes with a wide array of benefits that can positively impact various aspects of your life.

Increased Productivity

Taking personal responsibility increases the likelihood of meeting deadlines and efficiently accomplishing tasks. This boost in productivity is invaluable in both personal and professional settings.

Goal Achievement

Accountability helps you set and achieve your goals. You are more committed to your objectives when you hold yourself responsible for their accomplishment, which can lead to personal growth and success.

Enhanced Self-Confidence

Meeting your commitments and responsibilities builds self-confidence. It strengthens the confidence in your ability to attain your objectives, enhancing your positive self-perception.

Better Relationships

Accountability fosters trust in your relationships. When you can rely on others to be accountable, and they can rely on you, it strengthens the bonds of trust and cooperation.

Continuous Self-Improvement

Taking responsibility for your actions and their outcomes encourages self-reflection and self-improvement. You become more aware of your strengths and weaknesses, enabling you to make positive changes.

Reduced Stress

Accountability reduces stress by eliminating the need for excuses or blame. Embracing accountability for your actions empowers you to concentrate on seeking solutions and progressing ahead.

Ethical Behaviour

Being accountable is synonymous with ethical behaviour. It means doing the right thing, even when no one is watching, which can enhance your reputation and credibility.

Resilience

Accountable individuals are better equipped to handle setbacks and challenges. They view setbacks as chances for personal growth and learning, which enhances their ability to withstand adversity.

Leadership Skills

In leadership roles, accountability is vital. Leaders who lead by example and hold themselves accountable inspire and motivate their teams to do the same.

2.3 SELF REGULATION



Self-Regulation

“Someone who has good emotional self-regulation has the ability to keep their emotions in check. They can resist impulsive behaviors that might worsen their situation, and they can cheer themselves up when they’re feeling down. They have a flexible range of emotional and behavioral responses that are well matched to the demands of their environment”

Understanding Self-Regulation

What is Self-Regulation?

Exploring the Foundation of Emotional and Behavioral Control

Definition: Self-regulation involves managing one's behavior, emotions, and thoughts towards achieving long-term goals.

Regulation: Choosing actions aligned with your goals.

Emotional Regulation: Managing emotional responses in various situations.

Cognitive Regulation: Modulating responses within cognitive activities.

Significance: Critical for adaptive and positive behavior in personal and professional life.

Causes of Poor Self-Regulation

Challenges to Self-Regulation

Identifying Common Triggers and Stressors

Personal Stressors: Lack of sleep, poor diet, minimal physical activity.

Environmental Stressors: Work overload, toxic relationships, lack of social support.

Behavioral Indicators: Procrastination, impulsivity, emotional outbursts.

Impact: Poor self-regulation can lead to stress, burnout, and health problems.

Enhancing Self-Regulation

Building Stronger Self-Regulation Skills

Effective Strategies and Practices

Mindfulness: Focuses on being intensely aware of what you're sensing and feeling in the moment, without interpretation or judgment.

Cognitive Restructuring: Changing destructive thoughts or inappropriate reactions.

Resilience Building: Enhancing your ability to cope with adversity.

Techniques: Practice exercises like deep breathing, meditation, and setting small, manageable goals.

Tools for Self-Regulation

Tools for Improving Self-Regulation

Practical Exercises and Resources

Daily Reflection Journal: Record and reflect on daily experiences, emotions, and responses.

Goal Setting Workshop: Learn to set SMART goals that are specific, measurable, achievable, relevant, and time-bound.

Application: How and when to use these tools effectively to enhance self-regulation.

Implementing Self-Regulation in the Workplace

Self-Regulation at Work

Applying Skills in a Professional Environment

Professional Relationships: Manage reactions and interactions with colleagues.

Workload Management: Techniques to handle stress and avoid burnout.

Feedback and Adaptation: Use constructive criticism to improve work outcomes.

Measuring Improvement

Tracking Self-Regulation Progress

Methods and Tools for Assessing Improvement

Assessment Tools: Self-assessment checklists, feedback forms, and progress tracking applications.

Review Techniques: Regular review of goals and emotional responses to measure growth.

Adaptation Strategies: How to adjust your strategies based on assessment outcomes.

Conclusion and Moving Forward

Committing to Continuous Self-Regulation

The Path Towards Sustained Personal and Professional Development

Long-Term Commitment: Importance of regular practice and continual learning.

Lifelong Skills: How maintaining self-regulation can improve overall quality of life and professional success.

2.4 MOTIVATION



Motivation is that internal energy that drives us to act and pursue our goals and objectives. It's like an emotional impulse that encourages us to strive, persist, and overcome obstacles in pursuit of what we desire.

Aim - The purpose of this educational material is to learn about the nature of motivation, its possibilities, necessity, its training and development. Why motivation is necessary?

Objectives

- Understand and learn the skill of Motivation
- Why motivation is important;
- Get to know different motivational techniques;

Content

- What is MOTIVATION;
- Why it is important;
- Negative and positive motivation;
- Motivation types;
- Benefits of motivation

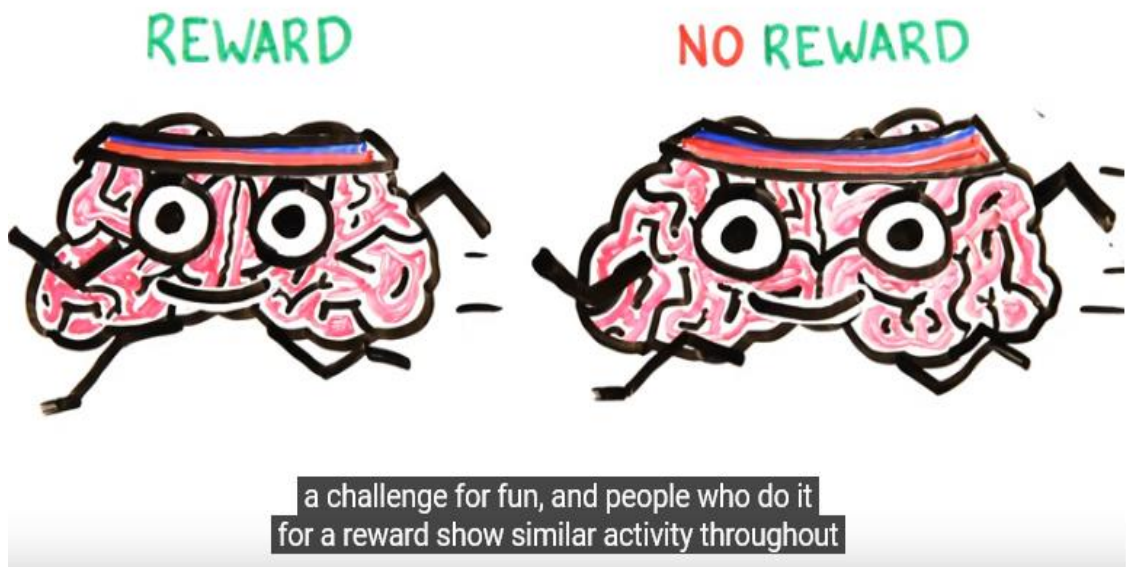
MOTIVATION - why it is important

Action may not always bring happiness, but there is no happiness without action.

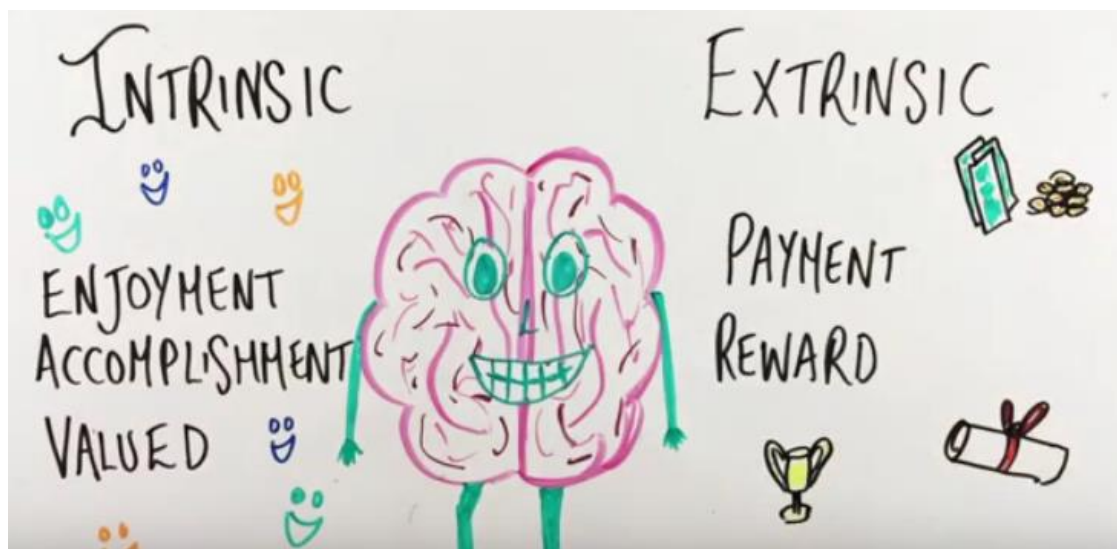
(William James)

Why do we care about what people want and why they want it?

- ✓ How about because it can improve our lives.
- ✓ Understanding motivation gives us many valuable insights into human nature.
- ✓ It explains why we set goals, strive for achievement and power, why we have desires for psychological intimacy and biological sex, why we experience emotions like fear, anger, and compassion.
- ✓ Learning about motivation is valuable because it helps us understand where motivation comes from, why it changes, what increases and decreases it, what aspects of it can and cannot be changed, and helps us answer the question of why some types of motivation are more beneficial than others.



MOTIVATION can be Intrinsic and Extrinsic



MOTIVATION IS DRIVEN BY: negative and positive factors.

Negative motivation refers to motivation that is driven by negative emotions, such as fear, anxiety, or pressure, rather than by positive goals or desires:

- Fear-based Motivation
- External Pressure
- Guilt or Shame
- Negative Self-Talk
- Comparisons with Others
- Perceived Lack of Options
- Revenge or Resentment
- Avoidance of Consequences
- Lack of Purpose
- Self-Sabotage

It's important to recognize when motivation is driven by negative factors and to work towards shifting towards more positive and constructive sources of motivation for long-term well-being and fulfillment.
intrinsic Motivation :

- Passion
- Optimism
- Personal Growth
- Goal Setting
- Supportive Environment
- Inspirational Role Models
- Sense of Community
- Self-Improvement
- Gratitude and Positivity

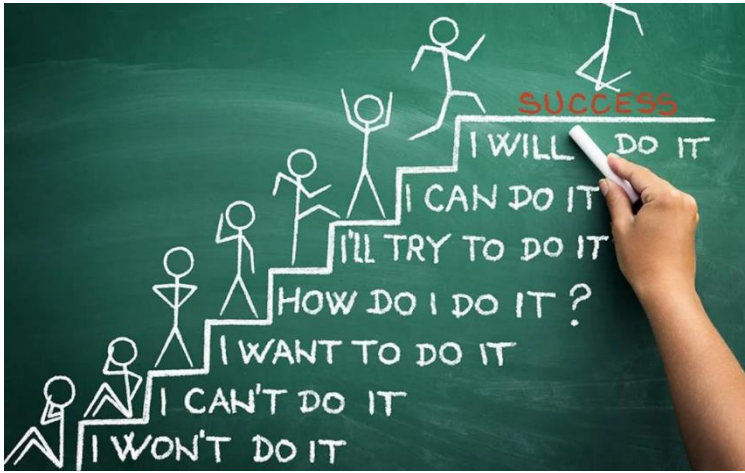
Benefits of Motivation



1. Increased Productivity: Motivated individuals tend to be more productive as they are driven to achieve their goals and complete tasks efficiently.
2. Improved Performance: Motivation often leads to improved performance in various aspects of life, such as work, sports, or academics.
3. Higher Levels of Satisfaction: Achieving goals that one is motivated to pursue can lead to a sense of accomplishment and satisfaction.

4. Enhanced Focus and Concentration: Motivation helps individuals stay focused on their tasks and goals, reducing distractions and improving concentration.
5. Boosted Confidence: Motivation can increase self-confidence and self-esteem, as individuals see themselves making progress towards their goals.

Important questions ask – WHY? DEFINE YOUR WHY!



SET UP YOUR MINDSET:



2.5 SELF TRUST

In today's dynamic work environment, emotional intelligence (EQ) plays a crucial role in success for both HR professionals and employees. **Self-trust**, a key component of EQ, empowers individuals to navigate challenges, make sound decisions, and achieve their full potential. This module explores the concept of self-trust, its importance, and provides practical strategies for developing and strengthening it.

Definition Self Trust

Self Trust refers to a person's belief in their abilities, skills, and judgment. It's the confidence that you can handle situations effectively and achieve your goals. Having strong self-trust is crucial for:

- **Decision-Making:** It allows you to make well-informed choices without excessive self-doubt or reliance on external validation.
- **Resilience:** Self-trust fosters the ability to bounce back from setbacks and persevere through challenges.

Motivation: Strong self-belief fuels the drive to take initiative, pursue goals, and achieve success

Think of self-trust as your internal compass. When it's strong, you can make decisions without excessive self-doubt or relying solely on external validation. You approach tasks with a sense of capability,

knowing you have the necessary skills or the ability to learn them. This empowers you to take initiative, persevere through obstacles, and bounce back from setbacks.

In today's dynamic work environment, **self-trust is a critical asset for both employees and HR professionals:**

For Employees: Self-trust fuels motivation and initiative. When you believe in yourself, you're more likely to set ambitious goals, take calculated risks, and push yourself outside your comfort zone. This fosters a growth mindset, leading to continuous learning and development. Self-trust also plays a vital role in effective decision-making. You can weigh options with confidence, avoiding analysis paralysis and leading to quicker, more informed choices.

For HR Professionals: HR professionals who trust their judgment can navigate complex situations with greater ease. They can confidently delegate tasks, provide constructive feedback, and foster trust-based relationships with employees. Self-trust also empowers HR to advocate for employee well-being and implement effective training programs, fostering a positive and productive work environment.

Key competencies for Self Trust

Self-trust is built upon several core competencies:

- **Self-Awareness:** Knowing your strengths, weaknesses, values, and motivations.
- **Realistic Self-Assessment:** Accurately evaluating your capabilities without underestimating or overestimating yourself.
- **Positive Self-Talk:** Encouraging and supportive internal dialogue that builds confidence.
- **Assertiveness:** Communicating your needs and beliefs effectively while respecting others.
- **Openness to Learning:** Embracing growth opportunities and continuously developing your skills.

Objectives



By the end of this module, participants will be able to:

- Define self-trust and its significance in the workplace.
- Identify key competences associated with self-trust.
- Understand the benefits of strong self-trust for individuals and organizations.
- Develop strategies for building and enhancing self-trust.

Benefits and outcomes of strong Self Trust

Developing strong self-trust leads to numerous benefits for both individuals and organizations:

- **Increased Productivity and Performance:** With self-belief, individuals are more likely to tackle challenges, take risks, and persist towards goals.
- **Improved Decision-Making:** Trusting your judgment leads to quicker and more confident decision-making.
- **Enhanced Well-being:** Self-trust reduces stress, anxiety, and promotes mental well-being.
- **Greater Resilience:** Self-trust allows you to navigate setbacks effectively and bounce back stronger.

- **Stronger Relationships:** Trusting yourself fosters trust in others, leading to better collaboration and communication.

Strategies for developing and improving Self Trust

Here are some practical strategies to cultivate self-trust:

- **Set SMART Goals:** Establish Specific, Measurable, Achievable, Relevant, and Time-bound goals to build a track record of success.
- **Celebrate Achievements:** Acknowledge and appreciate your accomplishments, big or small, to reinforce your capabilities.
- **Step Outside Your Comfort Zone:** Challenge yourself with new experiences to develop your skills and confidence.
- **Practice Positive Self-Talk:** Replace negative self-criticism with encouraging and supportive internal dialogue.
- **Seek Feedback:** Actively solicit constructive feedback to identify areas for improvement and build self-awareness.
- **Learn from Setbacks:** View challenges as opportunities to learn and grow, instead of personal failures.



In conclusion, Self Trust is a cornerstone of success in both personal and professional life. By actively cultivating this key competency, individuals can unlock their full potential, enhance performance, and navigate the workplace with confidence. As HR professionals and trainers, promoting self-trust within your organization will foster a motivated, resilient, and high-performing workforce.

2.6 TIME MANAGEMENT

DEFINITION AND IMPORTANCE OF TIME MANAGEMENT

Time management is the process of organizing and planning how to divide your time between specific activities effectively to achieve goals. It involves prioritizing tasks, allocating time to each task, and making decisions on what to do and when. Effective time management enables individuals to work more efficiently, reduce stress, and make better use of their available time. Time management is not about working harder; it is about working smarter so that employees do not overwork themselves and put themselves under unneeded stress

COMMON CHALLENGES

1. Procrastination → avoiding or putting off important tasks
2. Interruptions → distractions such as using our phone
3. Poor Planning → lack of organisation and prioritisation
4. Multitasking → working simultaneously on many tasks at once

3. LEARNING TOOLS FOR WORKERS

3.1 Goals Bingo

1) DESCRIPTION OF THE TOOL			
Motivational Game: "Goals Bingo" is designed to divide big goals into small goals and to achieve big ones with small steps. The game can be used for individual motivation and group motivation			
2) OBJECTIVES OF THE TOOL			
Objective: Reach the bingo line (horizontally, vertically or diagonally) or reach all tasks finished to receive a small reward or big. That depends on team or yourself-how you will grant yourself.			
3) CONNECTION OF THE TOOL WITH THE SKILL			
Breaking down big goals into smaller ones makes it much easier to move forward than doing everything at once. Small goals are easier to achieve and help to achieve the big goal more successfully. Perhaps the motivating element of the team is that small goals are accomplished by several employees - each one doing something separate, instead of one person doing everything. The most important thing is to do the tasks and the direction. Motivational Game: "Goals Bingo" is designed to divide big goals into small goals and to achieve big ones with small steps. The game can be used for individual motivation and group motivations forward.			
4) RESOURCE MATERIALS			
People or you. Paper or board with list of goals.			
5) HOW TO APPLY THE TOOL			
1. Create a bingo card with different small goals you or your team want to achieve. When the goal is met, check the appropriate box.			
EXAMPLE:			
Complete a 20-minute workout			Read a book on topic you research
		Search for partners	
	Make a poster for exhibition		

Find advertiser			Learn something new...etc

2. You can set time limits for tasks if you need to
3. Set reward for completing game
4. Complete one small task from the list-cross it
5. Do tasks in line or diagonal
6. When task is reached reward yourself

6) WHAT TO LEARN

Placing the target bingo in a visible place will provide additional motivation to complete the tasks in a timely manner. Seeing your progress and feeling motivated to keep going because you can see how much has already been done.

3.2 Motivation Partner

1) DESCRIPTION OF THE TOOL

Motivational Game: "Motivation Partner" Provides a sense of responsibility and additional motivation, because you will not want to disappoint your partner by not completing tasks. Your partner will be your additional motivator who will sense when tasks are being performed inefficiently.

2) OBJECTIVES OF THE TOOL

Objective: Provides a sense of responsibility and additional motivation, because you will not want to disappoint your partner.

3) CONNECTION OF THE TOOL WITH THE SKILL

The tool will be a support tool in creating, developing and strengthening motivation. Other times, an additional means of gaining a different perspective. There tend to be people who have difficulty staying motivated all the time and keeping active motivation continuously. Such support persons who will be added can give an additional push, support and motivation in performing tasks.

4) RESOURCE MATERIALS

People or you.
Phone you use every day.

5) HOW TO APPLY THE TOOL

How to play: Engage in a joint activity with a friend or colleague. Set common goals and support each other in achieving them. For example, you can send each other a message every day about how you did with your goals.

6) WHAT TO LEARN

1) DESCRIPTION OF THE TOOL

Name of the tool: I'm all ears!

This module focuses on Active Listening, a key skill for effective communication and informed decision-making. HR professionals, trainers, and low-skilled workers can all benefit from active listening to gather valuable information, build trust, and make better choices for training and career development.

Active Listening goes beyond simply hearing someone speak. It involves paying close attention, understanding the speaker's message (both verbal and nonverbal), and providing feedback to ensure comprehension.

Time: 60 minutes

Placing the target bingo in a visible place will provide additional motivation to complete the tasks in a timely manner. Seeing your progress and feeling motivated to keep going because you can see how much has already been done.

3.3.I'm all ears!

2) OBJECTIVES OF THE TOOL

- Enhance communication and collaboration skills.
- Improve information gathering and analysis.
- Foster trust and psychological safety within teams.
- Support better decision-making based on complete information.

3) CONNECTION OF THE TOOL WITH THE SKILL

Decision-making is rarely done in a vacuum. We gather information, consider options, and weigh potential outcomes. But effective decision-making relies heavily on our ability to communicate well, and that goes beyond simply being able to hear and speak.

Active listening takes communication a step further. It's about truly understanding the speaker's message, both the spoken words and the underlying emotions or intentions conveyed through nonverbal cues. Just like nonverbal communication adds depth to spoken words, active listening adds depth to our understanding of a situation.

Why active listening matters for decision-making?

Active listening is the process of paying attention, understanding, and responding to what someone is saying, without interrupting, judging, or imposing your own agenda. It shows respect, empathy, and curiosity, and builds trust and rapport. Active listening also helps you to gather relevant information, identify assumptions, clarify expectations, and explore alternatives. These are essential steps for making informed, rational, and ethical decisions that benefit your team, organization, and stakeholders.

4) RESOURCE MATERIALS

- Role playing scenarios (provided or created by participants)

5) HOW TO APPLY THE TOOL

Active Listening means being deeply engaged in and attentive to what the speaker is saying. It requires far more listening than talking. Your goal as an active listener is to truly understand the speaker's perspective (regardless of whether you agree) and to communicate that understanding back to the speaker so that he or she can confirm the accuracy of your understanding.

1. Give your full attention:

Through active listening, you can gain valuable knowledge and insights from your team that will help you to make informed decisions. When you take the time to truly listen, it not only strengthens your professional relationships, but it also leads to better outcomes for your organization.

- Minimize distractions like phones or laptops while someone is speaking.
- Make eye contact and maintain open body language to show you're engaged. This helps you stay focused and shows the other person you are listening.

2. Listen to understand, not just to respond:

Active listening is more than just hearing what someone is saying, it involves taking the time to understand the message being communicated and the intent behind it. This requires asking open-ended questions to build rapport and probe for more information. Follow-up questions are also essential for aligning understanding and gaining additional insights.

- Focus on the speaker's message, including their words, tone of voice, and body language.
- Try to see things from their perspective.

3. Use verbal and nonverbal cues to show you're listening:

Given that the listener's input in active listening is limited, it's important to show support through positive, nonverbal communication and avoid distracted behaviours such as crossing your arms.

Nodding, facial expressions, and brief interjections like "uh-huh" or "okay" can encourage the speaker to continue.

4. Ask clarifying questions:

Don't just assume you have all the answers. If something is unclear, pause to ask about it before the other person gets too far into their explanation.

- Seek clarification on specific points or to ensure you understand the speaker's meaning. Give the speaker the opportunity to elaborate and clarify what was said.
- Phrase your questions in a way that invites further discussion, not just a yes/no answer: "Can you say more about . . .?" or "I am not sure I quite understand; or do you mean that...?"

5. Summarize and paraphrase:

Restate the same information, using different words to reflect more concisely what the speaker said. Ensure you've gotten the complete picture by summarizing the other person's point and repeating it to them: "So if I understand correctly, you're saying..."

This will test your understanding of what is heard by communicating your understanding of what the speaker said. It also allows the speaker to 'hear' and focus on his or her own thoughts and to see that you are trying to understand his/her message and perceptions.

6. Avoid interrupting or offering unsolicited advice:

Engage in active listening instead of advice-giving. If you want to say something, try asking a question or supporting your friend's feelings.

- Let the speaker finish their thought before responding.
- Focus on understanding their perspective before offering solutions.

7. Have an open mind:

Hearing someone is not the same as hearing them out. It's not listening if you've already decided your mind can't be changed. Don't just pretend to consider the other person's opinion, remain open to the possibility that they may have new information you haven't fully understood.

6) WHAT TO LEARN

Why is active listening important?

By practicing active listening, you can:

- Gather more comprehensive information for informed decision-making.
- Identify underlying needs and concerns of team members or trainees.
- Build stronger relationships based on trust and mutual understanding.
- Encourage open communication and collaboration within teams.

Active listening is a continuous learning process. By incorporating these techniques into your daily interactions, you can significantly improve the quality of your communication and decision-making within the Boost Train and Retain project.

3.4 EI experts

1) DESCRIPTION OF THE TOOL

- Name of the tool: EI experts
- Emotional intelligence is a set of skills that helps you understand, use, and manage your own emotions in positive ways to achieve your goals. It also involves recognizing, understanding, and influencing the emotions of others. This module focuses on using Emotional Intelligence to make effective decisions in the workplace.
- Time: 60 minutes

2) OBJECTIVES OF THE TOOL

- Identify how emotions can influence decision-making.
- Develop strategies to manage emotions during the decision-making process.
- Apply Emotional Intelligence to make more informed and objective choices.

3) CONNECTION OF THE TOOL WITH THE SKILL

Decisions are not purely rational or logical. They are influenced by your emotions, biases, values, and goals. Emotions can affect how you perceive information, evaluate alternatives, and implement actions. They can also affect how you communicate and collaborate with others who are involved or affected by your decisions.

Emotions often play a significant role in how we approach and evaluate options. Understanding your emotions and those of others allows you to make well-rounded choices that consider both logic and feelings. Furthermore, EI can help you balance your emotions and reason, and avoid common pitfalls such as impulsivity, procrastination, overconfidence, or confirmation bias.

Using emotional intelligence means being aware of what you are feeling when weighing your choices. It also means being aware of how others will feel based on the decisions you make. Being emotionally intelligent means asking yourself: are my emotions helping or hindering me here? Will other people feel like helping me or hindering me?

Emotional intelligence is the ability to perceive, control, and evaluate emotions – both our own and those of others. In the workplace, this translates to a myriad of benefits:

- **Self-regulation:** EI helps individuals manage their emotions, preventing rash decisions and fostering a more measured approach to problem-solving.
- **Empathy:** By understanding colleagues' emotions, EI-equipped professionals can navigate the interpersonal complexities of the workplace with finesse.
- **Leadership:** Managers with high EI can inspire and motivate their teams, leading to better performance and decision-making.

4) RESOURCE MATERIALS

- Whiteboard or flipchart with markers
- Sticky notes
- Handouts with scenarios (optional)

5) HOW TO APPLY THE TOOL

1. **Recognize and Label Your Emotions:**

The first step in emotional regulation is to become aware of your emotional state. Is it excitement, frustration, or something else?

Acknowledge your emotions and how they might be affecting your judgment. Take the time to identify and label what you are feeling. For example, if you are feeling anxious about a particular decision, acknowledge it and label it as anxiety. By doing this, you can begin to understand the underlying causes of your emotions and address them effectively.

2. Take a Step Back and Breathe:

When faced with a challenging decision, it can be helpful to take a step back and create some distance from the situation. This allows you to gain perspective and view the decision from a more objective standpoint. For instance, if you are feeling angry or frustrated, take a few deep breaths or engage in a calming activity before revisiting the decision-making process. This can help you approach the situation with a clearer mind.

3. Seek Different Perspectives:

Sometimes, seeking support from others can [provide valuable insights](#) and perspectives that we may have overlooked. Reach out to trusted friends, family members, or mentors who can offer guidance and [support during the decision-making process](#). They can help you navigate through your emotions and provide a fresh viewpoint that may lead to better decision outcomes.

4. Consider the Long-Term Impact:

Don't be swayed by immediate emotions. Think about the long-term consequences of your choices and how they might affect yourself and others.

- **Define your objectives:** before you make any strategic decision, you need to have a clear understanding of what you want to achieve and why. What are your goals, values, and priorities? Defining your objectives will help you narrow down your options and focus on the most relevant and feasible ones.
- **Identify alternatives:** you need to generate and compare different alternatives that could help you reach your objectives. The key is to consider a range of possibilities, from the most conservative to the most creative, and assess their pros and cons.
- **Consider the short-term and long-term consequences:** for each alternative, think about how it will affect your situation in the short-term and in the long-term. What are the immediate benefits and costs of each option? What are the potential risks and opportunities of each option? How will they affect your future goals, capabilities, and relationships?

5. Know your values:

A big piece of emotional intelligence is about knowing your values. When confronted with a seemingly tough decision, revisiting your values can make the decision suddenly and almost surprisingly straightforward. Values are like an internal rudder steering us through a life of decisions.

6) WHAT TO LEARN

By understanding how emotions influence decision-making and developing strategies to manage them, you can make more effective and objective choices in the workplace. This can lead to improved problem-solving, better communication with colleagues, and increased job satisfaction.

3.5 Embracing myself

1) DESCRIPTION OF THE TOOL

Name of the tool: Embracing myself

- Self-acceptance is the ability to acknowledge and appreciate yourself, flaws and all. It's about recognizing your strengths and weaknesses without judgment.
- Self-acceptance is the bedrock of self-trust. When you accept yourself, you believe you are capable and worthy. This fuels the confidence to take on challenges, learn from mistakes, and navigate setbacks – all crucial aspects of self-trust.
- Time: 45 minutes

2) OBJECTIVES OF THE TOOL

- Understand the concept of self-acceptance and its impact on work performance and personal development.
- Identify factors that contribute to high and low self-acceptance.
- Develop strategies to build and maintain healthy self-acceptance.
- Built a foundation for self-trust.

3) CONNECTION OF THE TOOL WITH THE SKILL

Self-acceptance and self-trust are two closely related concepts that reinforce each other.

Self-acceptance: Is the acceptance of oneself as one is, with one's flaws and virtues. It involves recognizing and valuing the positive aspects of oneself, as well as accepting the negative aspects without judging or criticizing oneself.

Self-trust: Is the belief in one's own abilities, capacities, and judgment. It involves trusting in one's ability to make sound decisions, overcome challenges, and achieve one's goals.

How are they related?

- Self-acceptance is the foundation of self-trust. If we do not accept ourselves, it is difficult to trust in our abilities and capacities.
- Self-acceptance allows us to be more compassionate with ourselves, which helps us overcome mistakes and learn from them. This, in turn, increases our confidence in our ability to succeed in the future.
- Self-trust allows us to be more assertive and stand up for our needs and values. This helps us feel more secure about ourselves and increases our self-acceptance.

Self-acceptance is a fundamental skill for success in both your personal and professional life. It influences your self-trust by impacting:

- **Confidence:** High self-acceptance allows you to approach challenges and opportunities with a positive attitude and a belief in your abilities.
- **Motivation:** People with healthy self-acceptance are more likely to set goals, take initiative, and persevere in the face of setbacks.
- **Decision-Making:** Strong self-acceptance empowers you to make choices that align with your values and well-being.
- **Communication:** Those with high self-acceptance can communicate effectively, express themselves clearly, and assert their needs with confidence.

- **Relationships:** Healthy self-acceptance fosters positive and respectful relationships with colleagues and supervisors.

4) RESOURCE MATERIALS

- A comfortable space for sharing

5) HOW TO APPLY THE TOOL

How to Develop Self-Acceptance and Self-Trust:

1. **Practice self-compassion:** Treat yourself with kindness and understanding, just as you would a friend. Avoid harsh self-criticism and focus on your strengths and positive qualities.
2. **Challenge negative self-talk:** When you have a negative thought, ask yourself if it's true or if it's just a cognitive distortion. Replace negative thoughts with more realistic and positive self-statements.
3. **Focus on your strengths and accomplishments:** Celebrate your successes, both big and small. Make a list of your strengths and talents and remind yourself of them regularly.
4. **Set realistic goals and celebrate progress:** Don't set yourself up for failure by setting unrealistic goals. Break down larger goals into smaller, more manageable steps. Celebrate your progress along the way, no matter how small it may seem.
5. **Practice gratitude:** Take some time each day to appreciate the good things in your life. Write down three things you're grateful for each day or keep a gratitude journal.
6. **Surround yourself with positive people:** Spend time with people who support, encourage, and believe in you. Avoid people who are negative or critical of you.
7. **Take care of yourself:** Make sure you're getting enough sleep, eating healthy, and exercising regularly. Taking care of your physical health will also improve your mental and emotional well-being.

6) WHAT TO LEARN

To accept yourself is to step into your power. When you cultivate self-acceptance, you no longer need to look for external sources of validation.

Learning how to accept yourself is a stepping stone to how you take care of your mental health, too. You become sure of who you are and learn to own both your strengths and your weaknesses.

3.6 Challenge & Evidence

1) DESCRIPTION OF THE TOOL

Name of the tool: Challenge & Evidence

This activity is linked to a branch of self trust which is Self-awareness. This refers to the ability to recognize your emotions, strengths, weaknesses, values, and motivations. Self-awareness often involves confronting our biases and blind spots. This exercise challenges your assumptions about yourself and encourages you to gather evidence to support or refute them. Through this process, you gain a more objective and nuanced understanding of who you are.

This technique will also help you build self-trust by identifying your past accomplishments and challenging negative self-beliefs with concrete evidence. This technique will help you gain a deeper understanding of yourself and how you interact with the world around you.

Time: 30 minutes (individual activity)

2) OBJECTIVES OF THE TOOL

- Identify and challenge negative self-beliefs that may be hindering your performance.
- Recognize and build confidence in your existing skills and abilities.
- Increase self-trust to tackle new challenges and opportunities.
- Explore your communication style.

3) CONNECTION OF THE TOOL WITH THE SKILL

Self-trust is a crucial component of emotional intelligence. When you trust your abilities, you're more likely to take initiative, persevere through challenges, and achieve your goals. This technique helps you build a foundation of self-confidence by focusing on past successes and using them as evidence to counter self-doubt. Self-trust is a cornerstone of self-awareness, and self-awareness is the foundation of emotional intelligence. When you trust your abilities, you're better equipped to manage emotions, stay motivated, and navigate social interactions effectively. By understanding yourself better, you can manage your emotions effectively, build stronger relationships, and make better decisions.

Developing self-awareness aids in building self-trust because it helps us understand who we are and what our values are so that we implement them. In recognizing our values, we are telling ourselves what we will and will not do, which helps to build self-trust.

Self-aware people can interpret their thoughts and objectives, and that is a rare skill as most of us tend to spiral into emotion-driven interpretations of what is happening to us and how we will respond.

Two types of self-awareness exist, private and public.

Private self-awareness. People with private self-awareness are meditative and approach their reactions with curiosity instead of blatant emotion. These folks are capable of noticing their physical sensations and correctly attributing them to what is happening at the moment. This type of self-awareness allows us not to panic when our emotions are aroused but instead to think or be conscious of what is happening and face it head-on. The con of private self-awareness is that it is easy to appear insincere because one can be too wrapped in oneself.

Public Self-Awareness. This type of self-awareness is consciously aware of how we look to others. With this kind of self-awareness, we are more likely to follow societal norms and behave in a socially acceptable manner. The con to public self-awareness is that people high in public self-awareness may spend excessive time worrying about what other people think about them.

Both private and public self-awareness helps build self-trust by allowing you to examine yourself bravely, know what you believe in, and provide you with a roadmap of how you wish to behave.

4) RESOURCE MATERIALS

- Pen and paper
- A quiet space with minimal distractions

5) HOW TO APPLY THE TOOL

1. Identify a Negative Self-Belief or an Assumption:

Start by reflecting on a recent situation where you experienced self-doubt and about common assumptions you hold about yourself. What negative thoughts did you have about yourself in that scenario? For example, "I'm not good at public speaking" or "I'll never get that promotion."

2. Challenge the Belief:

Question the validity of the negative thought. Ask yourself: Why do I believe this? Is there any evidence to support it?

3. Gather Evidence:

Think back to past experiences where you demonstrated the skills or abilities you're doubting. Write down specific examples of times you've overcome challenges, received positive feedback, or achieved success even when faced with difficulty. Focus on specific situations and your actions within them.

Look for evidence that contradicts your initial belief.

4. Evaluate the Evidence:

Review the evidence you've gathered. Does it contradict your initial negative self-belief?

5. Reframe the Belief:

Based on the evidence, create a more positive and realistic statement about yourself.

Example:

- **Negative Self-Belief:** "I'm not a good public speaker."
- **Challenge:** "Is there ever a situation where I have done well publicly?"
- **Evidence:** "I successfully delivered a presentation in front of my class last semester, receiving high marks for clarity and content."
- **Reframed Belief:** "While I may not be perfect, I can effectively communicate my ideas in a public setting with preparation."

6) WHAT TO LEARN

By using the "Challenge & Evidence" technique, you can learn to identify and challenge negative self-beliefs. This helps you build self-trust by recognizing your strengths and accomplishments. When faced with new challenges, you can draw upon this evidence of your capabilities to approach them with greater confidence.

Additional Tips:

- Practice this technique regularly, especially when facing new challenges or opportunities.
- Share your experiences and successes with others to further solidify your self-trust.
- Remember, self-trust is a journey, not a destination. Be kind to yourself and celebrate your progress.

3.7 Nonverbal cues

1) DESCRIPTION OF THE TOOL

Name of the tool : Nonverbal cues

Some amount of communication happens through nonverbal cues such as body language, facial expressions and eye contact. When you're listening to someone, you may choose to attend to what they're saying and their nonverbal language. It's essential to not judge others based on their body language, as not all people display the same physical gestures due to cultural or ability differences.

Time: 60 minutes

2) OBJECTIVES OF THE TOOL

To help you become more aware of **nonverbal communication in the workplace**

3) CONNECTION OF THE TOOL WITH THE SKILL

Communication is a subject that is a lot more nuanced than you might think. Having good communications skills isn't just about being able to write and speak.

Nonverbal communication sends cues to others using actions rather than words. People can express happiness, engagement, concern, gratitude and confidence by responding nonverbally. This can include communication using hand gestures, eye contact, body language, appearance, facial expressions and tone of voice. Nonverbal communication can be one of the strongest forms of communication between coworkers. It can take place in many workplace situations including meetings, interviews or casual conversations.

4) RESOURCE MATERIALS

-a meeting room for minimum 2,3 persons , a comfortable space for sharing

5) HOW TO APPLY THE TOOL

Situational examples of nonverbal communication in the workplace

To help you become more aware of nonverbal communication in the workplace, here are a few examples:

1. Proper eye contact

Coworkers will often feel valued and appreciated if they know they're being heard. You can help them feel this way by making eye contact while they're speaking. Keeping your eyes on the person rather than on your computer, paperwork or cell phone lets them know you're listening to their input. Maintaining eye contact while you're replying to them also keeps the conversation engaging, and turning your camera on for video chats can build a respectful relationship between coworkers.

Example: A coworker approaches you with an idea to increase collaboration in your department. Show that you are actively listening by maintaining eye contact and nodding in agreement.

2. Positive tone of voice

Though the act of speaking is a part of verbal communication, how you speak can be considered nonverbal communication. Whether you are communicating in person or participating in a video conference call, always be aware of your tone of voice so it reflects your intended message. Maintaining a positive tone while talking with a coworker or supervisor can affect the energy of your whole conversation.

Example: An employee is giving a presentation proposing a new client engagement plan. They use an energetic and positive tone to spark enthusiasm for the project. This increases the level of interest from senior management as they notice the employee express excitement and passion for the project.

3. Personal appearance

The way you present yourself can create an impact greater than words might say. Your workplace appearance such as looking neat and prepared—even if you are in the comfort of your own home office—or keeping a tidy workstation can convey your self-confidence and make a positive impression on coworkers.

Example: You hope to speak with a supervisor to ask for a raise or promotion, so dress in business attire to showcase your dedication to both the position and professionalism in the workplace.

4. Good posture

The way you stand or sit at work can often display your attitude or attentiveness toward certain situations. Sitting or standing up straight can show you're engaged in the conversation while also portraying a confident appearance during an interview.

Example: You are tasked with presenting a new idea to your supervisor and want to communicate effectively. You can sit or stand with your shoulders back to convey your confidence and why you believe your idea will benefit the company.

5. Appropriate touch

Communicating through touch has evolved from the pre-COVID workplace. Even without social-distancing protocols, people have always varied in their comfort levels with touch. Developing your cultural intelligence can be a useful, rapport-building skill in the workplace.

Example: In the United States, shaking a person's hand firmly shows respect or that you're pleased to meet them. In other cultures, it might be misconstrued as a sign of aggression. If you sense that it's appropriate, a slight touch on the arm or pat on the shoulder can also be a way to show your support or encouragement without vocally expressing it.

6. Facial expressions

As people communicate with you, they often anticipate a nonverbal response by watching your facial expressions. Keep in mind that even during a virtual interview, your face can communicate what you're feeling or thinking without using any words. Smiling, nodding and using your eyebrows can indicate a positive reaction when having a conversation.

Example: A coworker is telling you about their recent vacation, so you can smile and nod along while you listen to show you're enjoying their story.

7. Personal space

During one-on-one conversations, you may move closer to the person you're speaking with. This shows that you're interested in having a conversation and want to hear them clearly. Try to make sure you're allowing enough space to maintain a comfortable environment for both of you.

Example: Before you sit down for a meeting, you can select a seat closer to a coworker to hear them better.

8. Hand gestures

The way you gesture or position your hands during conversations can convey how you're feeling. If you move your hands to build expression throughout stories, people can become more engaged in what you're saying. Hand gestures can also express friendliness or appreciation.

Example: A coworker is giving a presentation but they are uncertain about how others are receiving the information. A casual, yet discreet "thumbs up" can show them that it's going well.

9. Body language

Your overall body language can showcase your feelings during a meeting or while carrying on a conversation. Keeping your arms relaxed at your sides expresses openness and a willingness to listen, but crossing your arms might indicate that you're closed off. You can also express politeness and undistracted attention by leaning forward in your seat.

Example: As you watch a coworker give a presentation, you sit upright with your arms on the table. This shows you're engaged in their presentation. If you slouch in your seat, they may think you're disinterested.

6) WHAT TO LEARN

Why is nonverbal communication important?

By accurately interpreting the nonverbal cues of your coworkers, you can gain a shared understanding of their feelings, emotions and attitudes toward certain situations. Your ability to communicate with shared meaning can encourage collaboration with team members, which may boost productivity, enhance engagement and strengthen your cultural competence.

Being aware of your communication strategies can also help you convey your feelings on various subject matters or situations. It can also help you exude confidence when talking with supervisors or express empathy when listening to a coworker.

3.8 Confidence

1) DESCRIPTION OF THE TOOL

Name of the tool : Confidence

In the workplace, people are more likely to respond to ideas that are presented with confidence. There are many ways to appear confident, including by making eye contact when you're addressing someone, sitting up straight with your shoulders open and preparing ahead of time so your thoughts are clear and you're able to answer any questions. Confident communication is useful not just on the job but also during the job interview process. Additionally, to display confidence, avoid adding filler words.

Time: 60 minutes

2) OBJECTIVES OF THE TOOL

Understanding the importance of being confident at work can help you feel more inclined to attain a confident mindset. Here are some of the objectives/benefits of displaying confidence as an employee:

Enhancing your job performance: Being confident in your abilities can help you be more productive. This can make you a more desirable candidate for hiring managers or your current employer.

Improving your engagement at work: When you have self-confidence, you may be more apt to partake in work-related discussions. Your increased engagement can help foster or improve relationships in the workplace.

Having a happier mindset: When you're confident at work, it can help you feel proud of your accomplishments, knowing that your abilities enabled you to achieve them. This can translate into a joyous state of mind, increasing morale for you and everyone on your team.

Reducing stress: When you're not focused on your inabilities, you're more apt to have a carefree and positive attitude. This can help reduce any work-related stress since you have a positive mindset for your various responsibilities.

Helping you solve problems: When you're confident about your abilities, it can open your mind to new approaches or solutions to workplace situations. This is beneficial in various industries and can even help you improve your leadership skills.

Improving your leadership skills: Exhibiting confidence at work can help you gain leadership skills, such as your ability to make decisions. If your manager recognizes your initiative, it may make them inclined to give you more responsibilities because they see you've been able to handle your everyday tasks.

3) CONNECTION OF THE TOOL WITH THE SKILL

Communication is a subject that is a lot more nuanced than you might think. Having good communications skills isn't just about being able to write and speak.

Being confident in your abilities can benefit your personal and professional life. Your positive attitude can empower you to produce higher quality work as an employee. Aiming to develop your confidence in the workplace can help you improve your reputation in your industry and achieve your career goals.

4) RESOURCE MATERIALS

-a meeting room for minimum 2,3 persons , a comfortable space for sharing

5) HOW TO APPLY THE TOOL

1. Gain knowledge

The more you understand certain skills, tools and software as they apply to your job, the easier it can be for you to boost your confidence in using them in the workplace. Consider learning new skills or techniques by enrolling in an online class or a seminar. This can help you gain new knowledge and help improve your current skill set. Be sure to focus on the skills most beneficial to your current job or the job you're seeking to ensure you're making the most of your time.

2. Focus on your strengths

When you focus on what you do well in the workplace, it helps you to recognize what makes you an effective employee. While reflecting on the areas you want to improve, refining your current strengths can help you believe in yourself and give you a sense of pride. Your pride can motivate you to achieve your career goals.

3. Have fun

Exhibit a lighthearted demeanor as an employee so you can maintain a positive workplace environment. The pleasantness can help you overcome challenges. You also focus on your opportunities for professional growth while you aim to increase your confidence for your next task.

4. Use positive language

Joyful language can aid your creativity and open your mind to new ways of thinking. Creating new approaches can help you feel confident in taking on various tasks. Attempting to use encouraging words can positively affect your mindset and work quality. For example, a positive mindset can reframe your mind and help you embrace success when working on a new task.

5. Ask questions

To help increase your confidence, aim to understand your projects and tasks. Ask for clarification if you're unsure how to proceed or perform a task. This can help you feel more knowledgeable about what you're doing. Do this before a project to avoid having to start over if you misinterpreted the task.

6. Remember your successes

When you need a confidence boost, reflect on your past successes in the workplace. This can include when you finished a difficult project, completed a task on a short deadline or your boss praised you for a job well done. This can help you focus on the positive aspects of your job.

7. Maintain good posture

Practice sitting up straight to feel more powerful and boost confident thinking when you're at work. Your improved posture can translate to brainpower which helps increase your self-confidence. Good posture can also relieve unwanted stress and soreness.

8. Move around

Just like maintaining good posture, practice standing up and moving around for a while, preferably away from your desk. Take regular breaks as your employer allows, and give your mind time to recharge. You can also consider doing yoga after or before work. This can help you return to work with renewed thinking, a positive outlook and increased confidence.

9. Expand your network

Build a strong support system both in your personal and professional life. Connect with others in your field by using professional social media networks or by connecting with your current colleagues. This allows you to build your network, establish ongoing dialogues and learn from others. Having others in your corner can help you feel like you're not alone and improves your confidence.

10. Recite daily affirmations

Practice saying positive things to yourself repeatedly. For example, "I will achieve this quarterly goal" or "I can complete this difficult task despite the short deadline." It's especially helpful if you say these affirmations before work. They can give you the confidence you need to get ready for work and achieve your day's responsibilities.

11. Dress professionally

Dressing well can help you feel more important at work and positively influence how you view yourself. It can also impact how you engage with others and how they view you. Consider your current wardrobe and whether it's conducive to your job and a positive mentality.

6) WHAT TO LEARN

What is confidence?

Confidence is an individual's trust in themselves and their ability to succeed. Confident people tend to create their own happiness. They are proud of their accomplishments because they know they have worked hard.

They tend to speak with conviction and do not usually doubt themselves. If they are unsure of something, they are not afraid to ask for help and learn from someone with more expertise. Confident people understand that taking on too many tasks can be stressful and know how to say no with assurance. They take time to listen to others as this gives them a chance to learn something new. Confidence is an important skill to have, not only in your personal life but also in your career.

3.9 The Time Jar

1) DESCRIPTION OF THE TOOL

Name of the tool: The Time Jar

The Time Jar idea is predicated on a time-management strategy that assigns duties and obligations a numerical priority. Jeremy Wright proposed the hypothesis known as the "bucket of rocks theory" or "jar of life theory" in 2002. It is based on the idea that time is a limited and finite place. To put it briefly, the pickle jar serves as a metaphor for our normal day, while the rocks, pebbles, and sand stand in for our daily activities. Additionally, water is added to the analogy in some accounts as a symbol for one's private life. We can put various jobs and activities within the jar. However, we have to stick to a set a timetable and order for every task.

Time: 15 minutes

2) OBJECTIVES OF THE TOOL

- Cultivate prioritization skills by critically analyzing what's most important.
- Visualize your time to enable you to manage your time wisely.
- Complete the tasks at hand.
- Understand time allocation
- Identify time-wasting activities

3) CONNECTION OF THE TOOL WITH THE SKILL

Engaging in time management exercises at work can improve team performance while having fun and fostering camaraderie. Encouraging team members to effectively manage their responsibilities in their spare time can yield numerous benefits for both the employer and the employee.

4) RESOURCE MATERIALS

- Large jars (according to number of people)
- Rocks
- Pebbles
- Sand
- Water

5) HOW TO APPLY THE TOOL

Rocks: These are the important tasks with serious consequences if left unattended, representing your major goals and critical projects. Examples include quarterly planning and preparing for significant client meetings.

Pebbles: Tasks in this category provide substantial benefits but are less time-sensitive. They support the "rock" tasks and include activities like attending meetings and weekly planning.

Sand: These tasks are necessary but don't directly contribute to your primary goals. Examples include email responses and social networking. While essential, they don't require significant time or immediate attention.

Water: Symbolizing your personal life, "water" tasks encompass activities like exercise and family responsibilities. While not part of the original theory, they're crucial for maintaining work-life balance and overall success.

Rules

1. Prevent overcrowding in your jar by avoiding an excess of big tasks. Focus on what truly matters to prevent overwhelming your day. Ensure your most important task is included, limiting big rock tasks to less than four.
2. Allocate time for personal life amidst managing your Time Jar. Remember to dedicate time to hobbies or relaxation to maintain a balanced approach to time management.
3. Set aside a portion of your Time Jar for unexpected or emergency tasks. Having a buffer ensures you can handle urgent matters without disrupting your overall plan. Utilize this "emergency time," such as the 30 minutes allocated for emails, to address unforeseen issues swiftly.
4. Group similar tasks together and tackle them in batches to streamline your workflow. Task batching reduces the mental strain of switching between different activities and enhances efficiency.

Create your schedule by following these steps:

1. Start by placing 2 or 3 rocks in the "jar," representing your main daily goals. These will likely require more time than other tasks.
2. Then, carefully arrange a few pebbles around the rocks to fill the gaps. Keep these tasks concise, aiming for 30-45 minutes each.
3. Next, add a handful of sand to the jar, representing shorter tasks that can be completed in around 30 minutes.
4. Finally, fill the remaining space with water, allocating time for breaks throughout the day, including lunch.

Here's an example of a daily Time Jar schedule:

7:00 am **Water:** Morning meditation for mental clarity
8:00 am **Rock #1:** Complete research for upcoming project
9:15 am **Water:** Stretch break to re-energize
9:30 am **Sand:** Respond to urgent emails and messages
10:00 am **Pebbles:** Collaborative brainstorming session with team
10:30 am **Rock #2:** Draft proposal for client meeting
12:30 pm **Water:** Enjoy a healthy lunch and take a walk

6) WHAT TO LEARN

To effectively apply the bucket of rocks theory to your life, meticulous planning of activities is key. If you begin your day by filling your jar with distractions like casual conversations or social media, followed by less crucial urgent tasks, your jar quickly fills up, leaving little room for the rocks – the most critical activities of the day. Consequently, your day ends up lacking productivity.

To reclaim productivity, prioritize filling your "jar" with the most crucial tasks first (up to 4 items). Then, gradually address urgent yet less important tasks. Finally, handle distractions.

By prioritizing important tasks initially, you ensure their completion before addressing other matters. It's important to note that highly productive individuals adhere to this approach.

3.10 Eat the frog!

1) DESCRIPTION OF THE TOOL

Name of the tool: Eat the frog!

The productivity method, called the eat the frog method, is a great way to organise and tackle your daily task list.

The "eat the frog" approach serves as a prioritisation and productivity technique aimed at helping individuals in pinpointing challenging tasks. The concept revolves around recognizing one particularly difficult task (referred to as "the frog") and tackling it as a priority first thing in the morning ("eating" it).

In essence, eating the frog entails identifying the most challenging task of the day and accomplishing it before engaging in any other work. In instances where multiple challenging tasks exist, it is advisable to tackle the more substantial one first. The method emphasises identifying the most demanding task and addressing it promptly.

Time: 20 minutes

2) OBJECTIVES OF THE TOOL

- Cultivate prioritisation skills by critically analysing what's most important.
- To prevent procrastination in order to enhance productivity
- Complete the tasks at hand.
- Understand time allocation

3) CONNECTION OF THE TOOL WITH THE SKILL

"Eat The Frog" strategy connects with time management skills by emphasising the prioritisation of tasks based on their importance and impact. By identifying and tackling the most significant task, or "frog," first thing in the morning, individuals effectively manage their time by allocating resources to tasks that yield the greatest results. Additionally, breaking down larger tasks into smaller, manageable steps helps individuals allocate time more efficiently. This approach allows for better planning and estimation of time needed to complete each component, aiding in the effective utilisation of available time.

4) RESOURCE MATERIALS

- Calendar (a virtual or an actual one)
- Coloured markers for colour blocking

5) HOW TO APPLY THE TOOL

Achieving peak performance and productivity hinges on cultivating the lifelong practice of addressing your primary task first thing every morning. It's imperative to establish the habit of "eating your frog" before engaging in any other activities, without overthinking or delaying the process.

1. Identify your frog, also known as your Most Important Task (MIT). It's typically significant but not urgent, often causing mental resistance and procrastination if not tackled deliberately.
2. Select a task that can be completed in 1-4 hours, ensuring it's clearly defined and realistic. Finishing it before lunch offers a tangible accomplishment and boosts motivation for the day ahead.
3. Break down larger tasks into manageable steps if necessary, with each step taking no more than 4 hours. This approach ensures steady progress and maintains focus on immediate priorities.
4. Avoid planning too far ahead by focusing on daily tasks rather than scheduling frogs for the entire week or beyond. Embrace each day with a fresh start and singular focus.

5. Prepare your frog the night before by setting up necessary resources and materials. This proactive approach minimises resistance and distractions, enhancing productivity and task completion.

Tip: Organise your frogs with work management tools which keep tasks in one place, help with prioritisation and promote collaboration

6) WHAT TO LEARN

"Eat The Frog" method champions **deep work** by emphasising tasks that demand full mental engagement in today's bustling work environment. Coined by Cal Newport, this approach advises individuals to resist both external distractions and internal interruptions, ensuring undivided attention remains on high-impact tasks like coding or strategizing. By **prioritising personal agendas** before succumbing to reactive habits like checking emails or responding to messages, individuals can maintain focus and productivity amidst the noise of modern work life.

Furthermore, "Eat The Frog" fosters a **sense of accomplishment** by encouraging the completion of meaningful tasks on a daily basis. It optimises peak productivity hours effectively, channelling energy towards mentally taxing work during optimal times. Despite its simplicity, the method offers **universal applicability**, empowering individuals to make progress on significant tasks regardless of their role or circumstances.

3.11 Role Reversal Simulation

1) DESCRIPTION OF THE TOOL

Role Reversal Simulation helps in understanding different perspectives within a conflict by allowing individuals to assume the roles of their counterparts. This method enhances empathy and can lead to more effective conflict resolution.

Time: 30 minutes

2) OBJECTIVES OF THE TOOL

- To foster empathy by experiencing the conflict from the other person's perspective.
- To develop better understanding and communication.
- To encourage collaborative problem-solving approaches.
- To reduce personal bias and preconceptions.

3) CONNECTION OF THE TOOL WITH THE SKILL

This tool applies directly to the skills needed for effective conflict resolution, as it encourages understanding and communication, key components of the conflict-solving skillset described in the "Conflict Solving" section.

4) RESOURCE MATERIALS

- Role cards describing each participant's position and viewpoints.
- Scenario descriptions detailing the conflict situation.
- Feedback forms for post-simulation reflection.

5) HOW TO APPLY THE TOOL

- Step 1: Participants are briefed on the conflict scenario and assigned roles that are opposite their actual positions or arguments in the conflict.
- Step 2: Participants engage in a structured dialogue, advocating for the position described on their role cards.
- Step 3: Participants discuss the feelings and challenges experienced during the role reversal.
- Step 4: Group debrief where participants reflect on what they learned about the opposing viewpoints and how this might affect their approach to the conflict in reality.

6) WHAT TO LEARN

Participants will learn to appreciate the complexities and emotions involved in opposing viewpoints, which can lead to more effective and empathetic conflict resolution strategies.

3.12 Brainstorming Workshop

1) DESCRIPTION OF THE TOOL

This workshop facilitates a structured brainstorming session where conflicting parties collaborate to find creative solutions to their issues. It uses brainstorming techniques to open up a range of possible solutions before any decision-making.

Time: 30 minutes

2) OBJECTIVES OF THE TOOL

- To generate a wide range of solutions to a conflict.
- To promote creative thinking and problem-solving.
- To engage all parties in collaborative resolution efforts.
- To foster a proactive and positive attitude toward conflict resolution.

3) CONNECTION OF THE TOOL WITH THE SKILL

The Solution Brainstorming Workshop aligns with the conflict-solving skills by promoting creative problem-solving and collaborative engagement, crucial for resolving conflicts effectively as outlined in the "Conflict Solving" section.

4) RESOURCE MATERIALS

- Whiteboards or large paper pads for capturing ideas.
- Markers and sticky notes.
- Timer for time-bound brainstorming sessions.

5) HOW TO APPLY THE TOOL

- Step 1: Define the conflict clearly and concisely so everyone understands the issue at hand.
- Step 2: Set a timer and brainstorm as many solutions as possible without critiquing any ideas during this phase.
- Step 3: Review and categorize the ideas generated.
- Step 4: Discuss the practicality of each solution and select the best ones to develop further.

6) WHAT TO LEARN

Participants will learn how to effectively brainstorm and work collaboratively in a conflict situation, leading to innovative and mutually acceptable solutions.

3.13. The Daily Reflection Journal

1) DESCRIPTION OF THE TOOL

The Daily Reflection Journal is a personal tool designed to enhance self-awareness and promote self-regulation through guided reflections on daily experiences, feelings, and actions.

Time: 15 minutes - daily

2) OBJECTIVES OF THE TOOL

- To increase self-awareness by identifying patterns in behavior and emotions.
- To develop better self-management skills through reflective practice.
- To enhance decision-making and problem-solving abilities.
- To promote emotional regulation and mindfulness.

3) CONNECTION OF THE TOOL WITH THE SKILL

This tool connects directly with the self-regulation skill by facilitating a daily practice that encourages individuals to reflect on their emotional responses and behavior, helping to build a more thoughtful and controlled approach to challenges.

4) RESOURCE MATERIALS

- A journal or digital document for recording reflections.
- Guided questions or prompts to facilitate meaningful entries.
- Regular review sessions to assess progress and insights.

5) HOW TO APPLY THE TOOL

- Step 1: At the end of each day, spend 10-15 minutes writing in the journal.
- Step 2: Respond to prompts that encourage reflection on the day's emotional experiences, decisions, and actions.
- Step 3: Identify any situations that were difficult to manage and explore different responses or solutions.
- Step 4: Set goals for the next day based on insights gained from the journal.

6) WHAT TO LEARN

Participants will learn to observe and analyze their own behaviors and emotions critically, leading to improved self-regulation skills. They will also develop a greater understanding of how their actions align with their goals and values.

3.14 The Goal Setting Workshop

1) DESCRIPTION OF THE TOOL

The Goal Setting Workshop is a structured session designed to help individuals set practical, achievable goals which promote self-regulation by providing clear objectives and performance metrics.

Time: 15 minutes - daily

2) OBJECTIVES OF THE TOOL

- To clarify personal and professional objectives.
- To enhance motivation and focus by setting clear, measurable goals.
- To promote self-discipline through regular monitoring of progress.
- To develop strategies for overcoming obstacles and setbacks.

3) CONNECTION OF THE TOOL WITH THE SKILL

Setting and achieving goals is a fundamental aspect of self-regulation, as it requires consistent monitoring of one's actions and the ability to adjust behaviors to align with set objectives.

4) RESOURCE MATERIALS

- Templates for goal-setting and action plans.
- Materials for a presentation on effective goal-setting techniques.
- Tools for tracking progress, such as apps or physical planners.

5) HOW TO APPLY THE TOOL

- Step 1: Conduct a workshop to introduce the principles of SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goal setting.
- Step 2: Guide participants through the process of setting their own SMART goals.
- Step 3: Discuss and plan for potential challenges and strategies for staying on track.
- Step 4: Implement a system for regular check-ins and updates on progress towards goals.

6) WHAT TO LEARN

Participants will learn how to set effective goals and develop practical strategies for achieving them, which is crucial for self-regulation. They will also gain skills in adjusting their approaches based on ongoing feedback and self-assessment.

3.15 Progressive Muscle Relaxation (PMR)

1) DESCRIPTION OF THE TOOL

Progressive Muscle Relaxation (PMR) is a technique that involves tensing and then relaxing each muscle group in the body. This method helps in recognizing the physical sensations associated with stress and relaxation.

Time: 15 minutes

2) OBJECTIVES OF THE TOOL

- To identify and reduce physical tension associated with stress.
- To increase awareness of physical sensations and stress triggers.
- To improve the ability to relax quickly in stressful situations.
- To promote overall physical and mental relaxation.

3) CONNECTION OF THE TOOL WITH THE SKILL

PMR directly enhances stress tolerance by teaching participants how to consciously relax their body and mind, which is essential for managing stress effectively and maintaining mental health, as described in stress management training guidelines.

4) RESOURCE MATERIALS

- Comfortable clothing and mats for lying down.
- Guided PMR audio recordings or scripts.
- Quiet, comfortable space large enough for participants to stretch out.

5) HOW TO APPLY THE TOOL

- Step 1: Lie down or sit in a comfortable position and close your eyes.
- Step 2: Gradually tense each muscle group for about five seconds and then relax it for 30 seconds, starting from the toes and moving up to the forehead.
- Step 3: Focus on the change in sensations as you relax each muscle group.
- Step 4: Spend extra time on areas that hold more tension.
- Step 5: Conclude the session with several deep breaths, noticing the state of relaxation throughout the body.

6) WHAT TO LEARN

Participants will learn to detect stress-related tension in their bodies and how to alleviate it systematically through relaxation techniques, enhancing their ability to manage stress and improving their overall stress tolerance.

3.16.Mindful Breathing Exercise

1) DESCRIPTION OF THE TOOL

Mindful Breathing Exercise is a simple yet effective practice that helps individuals manage stress by focusing on their breath, which encourages a calm and centered state of mind.

Time: 10 minutes

2) OBJECTIVES OF THE TOOL

- To reduce immediate feelings of stress and anxiety.
- To enhance focus and concentration.
- To promote relaxation and well-being.
- To improve physiological responses to stress, like heart rate and blood pressure.

3) CONNECTION OF THE TOOL WITH THE SKILL

This tool supports the development of stress tolerance by providing a practical technique that can be used to regulate emotional responses and maintain calmness in stressful situations, aligning with the broader goals of stress management training.

4) RESOURCE MATERIALS

- Timer or clock for tracking breathing exercises.
- Comfortable seating arrangements.
- Optional background calming music or nature sounds.

5) HOW TO APPLY THE TOOL

- Step 1: Sit comfortably in a quiet place and close your eyes.
- Step 2: Slowly inhale through your nose, counting to four.
- Step 3: Hold your breath for a count of four.
- Step 4: Exhale slowly through your mouth, counting to six.
- Step 5: Repeat this cycle for five minutes, gradually increasing the duration as practice progresses.

6) WHAT TO LEARN

Participants will learn how controlled breathing can serve as a powerful tool to pause the stress response and bring about a more relaxed and focused state, enhancing overall stress resilience.

3.17 What could I have done differently?

1) DESCRIPTION OF THE TOOL

This tool helps you take responsibility for your own actions, decisions, and results, without making excuses or blaming others.

Name of the tool: What could I have done differently?

Time: 20 minutes

Environment settings: Indoor & Outdoor

2) OBJECTIVES OF THE TOOL

- Taking responsibility for your own decisions and behaviour.
- Acting according to your values and be honest in all your interactions.
- Being responsible for the impact you have on others.

3) CONNECTION OF THE TOOL WITH THE SKILL

This tool is fully connected with the personal accountability skill because it helps you practice self-reflection to understand your role in events and be open to admitting your mistakes. This is critical to both individual and team success.

4) RESOURCE MATERIALS

The following resources materials are needed to successfully practice this tool:

- Sheet of paper
- Pen

5) HOW TO APPLY THE TOOL

Step 1: Think of a recent situation at work where the outcome was not what was expected. It could be a failed project, a conflict with a colleague, or an unmet goal. Write down the chosen situation.

Step 2: Now answer the questions below considering the chosen situation.

What was my role in this situation?

What could I have done differently to get a better result?

What did I learn from this experience?

Reflect on: Why is it that people's first reaction is generally to blame others instead of taking responsibility?

6) WHAT TO LEARN

- Learn how to (better) take responsibility of your own actions.
- Learn how to practice personal accountability skills.
- Learn how to do things differently following similar experiences.

3.18 Share core values

1) DESCRIPTION OF THE TOOL

This tool helps you define your personal values and use them as a guide for your decisions. It advises you to set realistic personal goals and take responsibility for achieving them.

Name of the tool: Share core values!

Time: 20 minutes

Environment settings: Indoor & Outdoor

2) OBJECTIVES OF THE TOOL

- Taking on personal values at work.
- Aligning your actions, decisions, and behaviour with your core values.
- Reflecting on your own values and find ways to manifest them in the professional environment.

3) CONNECTION OF THE TOOL WITH THE SKILL

This tool is fully connected with the personal accountability skill because it helps you align your actions, decisions, and behaviour with your core values, even in the face of pressure or difficult situations. The goal is to give employees a framework to explore the values that are important to them and understand how to express them at work.

4) RESOURCE MATERIALS

The following resources materials are needed to successfully practice this tool:

- Sheet of paper
- Pen

5) HOW TO APPLY THE TOOL

Step 1: Choose 3-5 values that are most important to you (integrity, honesty, respect etc.) Write them down. How do these values manifest in your personal and professional life?

Step 2: Think of a situation at work where it was difficult to maintain your values or make a decision that reflected them. Write it down.

Step 3: Now answer the questions below considering the chosen situation.

<p>What values were tested in that situation?</p>	
<p>What would I change now if I could turn back time?</p>	

<p>6) WHAT TO LEARN</p>
<ul style="list-style-type: none"> • Learn how to show personal values at work. • Learn how to practice personal accountability skills. • Learn how to assume values in everyday decisions and in relationships with colleagues.

3.19 Reflect on your behaviour

<p>1) DESCRIPTION OF THE TOOL</p>
<p>This tool helps you in your personal development and can help improve your relationships with others, increase your efficiency at work and achieve your personal goals.</p> <p>Name of the tool: Reflect on your behavior at work.</p> <p>Time: 20 minutes</p> <p>Environment settings: Indoor & Outdoor</p>

<p>2) OBJECTIVES OF THE TOOL</p>
<ul style="list-style-type: none"> • Understanding one's own thoughts, emotions, and behaviours. • Managing self-awareness in the workplace. • Developing self-awareness and practicing emotional balance

<p>3) CONNECTION OF THE TOOL WITH THE SKILL</p>
<p>This tool is fully connected with the self-awareness skill because it offers the chance to practice your emotions and strengths inside and outside the workplace. It is dedicated to self-learning and supports the process of raising awareness of how to manage your emotions in a healthy way.</p>

<p>4) RESOURCE MATERIALS</p>
<p>The following resources materials are needed to successfully practice this tool:</p> <ul style="list-style-type: none"> • Self-awareness Worksheet • Pen

<p>5) HOW TO APPLY THE TOOL</p>
<p>Step 1: Choose a place where you feel comfortable.</p> <p>Step 2: Take a pen and start answering the questions from the Self-awareness Worksheet.</p>

Step 3: Finally, reflect on the answers and think about what you would change about yourself to stop experiencing negative emotions at work and outside.

Self-awareness Worksheet

What is the dominant emotion in my life right now?

Answer here:

What brings me joy and what frustrates me every day?

Answer here:

Which relationships energize me, and which stress me out at work?

Answer here:

How do I react to stress or conflict?

Answer here:

How do I interact with those around me? Am I attentive, empathetic, or rather detached?

Answer here:

Change area!

What aspects do I want to improve in myself?

Answer here:

What is the first step I can take today to begin this change?

Answer here:

Reflect on: How do you feel now? Keep doing this every time you need to understand your own emotions inside and outside the workplace!

6) WHAT TO LEARN

- Learn how to (better) understand your own feelings and emotions.
- Learn how to practice your self-awareness skills.
- Learn how to change what makes you feel stressed.

3.20 Am I what I want at work?

1) DESCRIPTION OF THE TOOL

This tool helps you self-reflect on how you feel at work. It highlights how self-awareness can improve productivity, work relationships and overall employee satisfaction.

Name of the tool: Am I what I want at work?

Time: 15 minutes

Environment settings: Indoor & Outdoor

2) OBJECTIVES OF THE TOOL

- Understanding work behaviour and the factors that influence it.
- Improving the relationship with oneself.
- Developing self-awareness and manage stressful decisions.

3) CONNECTION OF THE TOOL WITH THE SKILL

This tool is fully connected with the skill of self-awareness because it gives you the chance to know yourself and how you react in various situations and helps you communicate more effectively and manage conflicts better in personal and professional relationships.

4) RESOURCE MATERIALS

The following resources materials are needed to successfully practice this tool:

- Sheet of paper
- Pen

5) HOW TO APPLY THE TOOL

Step 1: First you need to answer the following questions.

What is my general attitude at work?

What motivates me most in my work?

Step 2: Then imagine that you face the following scenario at work and think how you would react.

6) WHAT TO LEARN

- Learn how to distinguish between free time and working time.
- Learn how to practice your self-awareness skills when you have to make stressful decisions.
- Learn how to respond to what makes you feel stressed.

