POWER SKILLS...IN ACTION BOOKLET

CONTENTS

POWER SKILLS IN ACTION

Introduction

What are power skills?

 Power skills are essentially people skills. They give us the ability to effectively work with, manage, and lead others even in difficult circumstances.

Why are they important?

There are many power skills that are important in the workplace. They all play a role in helping people succeed.

How do you work on them?

Strengthening your power skills requires practice, and that takes effort and courage. At times you will need to get out of your comfort zone, try a different approach and reflect on whether it has been successful. Having a mentor, role playing, reading up or just talking it out with someone can help. Whatever you do just know that working on your power skills will not only help you in the workplace, but they will also help in all areas of your life.

Power skills examples:

There are many, many power skills out there. Here are the ones we will focus on in Working Community:

Communication	**Conflict Management**
Emotional Intelligence	**Empathy**
Problem Solving	**Collaboration**
Wellness	**Time Management**

Others to think about:

- Not comparing yourself to others

- Learning to focus on what's in your control.

Each power skills can be broken down into areas. We are all different, with different strengths and weaknesses - no one is the same. Some aspects of power skills are easy, whilst others require thought, practice, and a different approach. It's important to recognise and celebrate the areas that you are strong in and set goals to work on the ones that you are not. Improvements, in any amount, can make a difference on not only in your workplace but also in the relationships you have in your life.

LINKS TO THE VCE VOCATIONAL MAJOR CURRICULUM

Personal Development Skills

Unit 3 Leadership and Teamwork

Area of study 1: Social awareness and interpersonal skills

Outcome 1

On completion of this unit the student should be able to apply learnt social awareness and interpersonal skills when working independently and/or collaboratively in a real-life scenario or simulation relating to social awareness and interpersonal skills.

Key Knowledge:

- interpersonal skills to support effective and respectful interactions with others, including verbal and non-verbal communication, collaboration, negotiation, conflict resolution, decision making and leadership.

Key Skills:

- demonstrate the skill of leadership in communication, critical thinking, problem-solving, decision-making, planning and metacognitive skills when working independently and/or collaboratively to demonstrate social awareness and interpersonal skills in a real-life scenario or simulation.

Area of Study 2: Effective leadership

Outcome 2

On completion of this unit the student should be able to describe the concept of effective leadership, analyse leadership qualities and evaluate leadership styles in a range of contexts and apply a range of leadership skills when working independently or collaboratively in a real-life scenario or simulation.

Key Knowledge:

- characteristics of effective leadership
- critical and creative thinking relating to leadership, including ethics and democracy.
- fostering innovation to address issues, solve problems and achieve goals.

Key Skills:

- apply communication, critical thinking, problem-solving, decision-making, planning and metacognitive skills when working independently and/or collaboratively to demonstrate leadership in a real-life scenario or simulation.

Area of Study 3: Effective teamwork

Outcome 3

On completion of this unit the student should be able to describe the characteristics of an effective team, and, through engagement in a team activity, evaluate personal contribution to the effectiveness of the team, reflecting on individual strengths as a leader and problem-solver.

Key Knowledge:

- attributes and skills required to lead a team, and to be an effective member of a team.
- the development of key characteristics of effective teamwork, including communication, motivation, management, interpersonal relationships, and ethical behaviours
- individual attributes when working within a team such as motivation, reliability, persistence, and adaptability for the development of collective goals that benefit a community or group.
- steps in problem-solving, including the stages of identifying a problem or issue; setting goals; researching and planning possible responses; and putting a solution into action.

Key Skills:

- discuss, compare, and analyse characteristics and attributes relating to effective teamwork.
- analyse personal skills that contribute to effective teamwork.
- apply and evaluate strategies relating to problem-solving, reflection and evaluation when working within a team.

- apply communication, critical thinking, problem-solving, decision-making, planning and metacognitive skills when working within a team as part of a real-life scenario or simulation.

Work Related Skills

Unit 3 Industrial relations, workplace environment and practice

Area of study 1: Workplace wellbeing and personal accountability

Outcome 1

On completion of this unit the student should be able to identify and evaluate individual aptitudes and interests as they relate to broad industry groups, and identify evidence of personal core skills, attributes and capabilities required by an industry of choice.

Key Knowledge:

- workplace culture and the characteristics of a supportive, harmonious, safe, and healthy workplace
- characteristics of work–life balance and strategies to achieve a work–life balance and reduce mental fatigue for employees and employers.
- effective and appropriate collaboration, teamwork, and communication
- diversity and inclusion in the workplace.

Key Skills:

- discuss, compare, analyse, and evaluate concepts and strategies relating to the workplace environment, processes, and practices.
- propose and justify methods of contributing to a positive workplace environment.
- apply knowledge to real and simulated workplace scenarios and case studies.

Area of study 3: Communication and collaboration

Outcome 3

On completion of this unit the student should be able to apply a variety of appropriate questioning and listening techniques within a workplace or simulated workplace, and

understand how to develop networks, professional relationships and work effectively in diverse teams.

Key Knowledge:

- the roles individuals play in workplace teams.

- the methods and mechanisms for communicating with teams and individuals in the workplace, taking individual differences and industries into account.

- active listening techniques in relation to understanding team and individual roles and responsibilities in the workplace.

- the benefit of developing diverse teams and networks

- the benefit of supporting and sharing relevant information and ideas with colleagues to achieve workplace outcomes.

- the benefit of appropriate open-question techniques to understand workplace requirements and to solve problems.

- the benefit of establishing and maintaining effective working relationships within teams

Key Skills:

- research, discuss and identify the roles that individuals play in workplace teams.

- identify, justify, and apply a variety of appropriate and inclusive methods and mechanisms for workplace communication.

- identify, explain, and apply active listening techniques appropriate for both teams and individuals in the workplace.

- research, discuss and identify the benefits of developing diverse teams and networks.

- identify the benefits of supporting and sharing relevant information and ideas with colleagues to achieve workplace outcomes.

- identify, justify, and apply a variety of appropriate open questioning techniques for clarification and problem-solving purposes.

- discuss, propose, and justify strategies for establishing and maintaining effective professional workplace relationships and networks.

COMMUNICATION

Definition

Communication skills allow you to give and receive information. This involves listening, speaking, and observing. In the workplace environment, communication styles vary from face-to face, videoconferencing, email, text, and other media.

Strategies

1. **Know where to communicate—and about what.**

   - Communication happens in many different forms—face-to-face, over email, via instant messages, and in work management platforms. To be most effective, make sure you're following communication guidelines and messaging about the right things in the right places.

2. **Build collaboration skills.**

   - Open and honest communication. This doesn't necessarily mean always agreeing on things—knowing how to disagree and work through those differences is a key part of collaboration, too.

3. **Talk face-to-face when you can.**

   - Perhaps the most tried-and-true way to avoid miscommunication is to talk face-to-face.

4. **Watch your body language and tone of voice.**

   - Communication isn't just about what you say—it's also about how you say it. Make sure you aren't crossing your arms or coming off as curt. Oftentimes, your body language may have nothing to do with the current situation—maybe you're tired or stressed about something in your personal life. But those around you, who might not have that context, could see your actions, and assume you're angry or upset about something. Particularly for hard conversations, try to relax your body language and facial expressions to avoid giving off any unintentional cues.

5. Prioritise two-way communication.

- Listening is just as important to communication in the workplace as talking.

6. Stick to facts, not stories.

- 'Facts' are things that have actually happened things that everyone in the room would easily agree on. A 'story,' on the other hand, is your interpretation of the situation.

- Stories are inevitable—we all create stories from facts. But try to separate stories from facts and avoid acting on stories until you're able to validate them.

7. Make sure you're speaking to the right person.

- Effective workplace communication is as much about who you're talking to as it is about what you're saying. Poor communication often occurs when you're talking to the wrong people or trying to share information in the wrong setting.

Resources

- Fair work Australia – Communication in the workplace

Action

Strategies	Evidence	Phase / Activity
1. Different forms of communication		
2. Collaboration skills		
3. Face-to-face communication		

4. Positive body language / tone of voice		
5. Two-way conversation		
6. Sticking to facts not story		
7. Effective workplace communication – the right person		

Reflection

- How do you feel about this power skill?
- How is it important to you?
- What do you find easy?
- What challenges you?
- Do you know anyone in a workplace or in your life that is strong in this power skill? How?

Future Goal(s)

What strategy(s) would you like to work on?

Goals What strategy are you going to work on further?	How will you achieve that goal? What steps will you take? What resources do you need?	Evidence What did you achieve?	Phase / Activity

			12

CONFLICT MANAGEMENT

Definition

Conflicts are inevitable in a person's day-to-day life. And when they happen, the idea is not to try to prevent them but rather to resolve and manage them in an effective manner. When people use the appropriate tools of resolution to address issues, they will be able to keep their differences from rising to major problems.

If dealt with in the right manner, CONFLICT can be a positive thing…. with empathy and clear communication, people can learn and grow from the experience.

The following strategies can be used when one person is having conflict or when it is needed to work with people that are experiencing conflict.

Strategies

1. **Clarify what is the source of conflict.**
   - The first step in resolving conflict is clarifying its source. Defining the cause of the conflict will enable you to understand how the issue came to grow in the first place. It is important to get or be open to learning about both sides of the disagreement. What are the needs that are not being met on both sides of the issues? Continue asking questions until you are confident that all the conflicting parties understand the issue.

2. **Time and support**
   - Take as much time as you need to prepare yourself, calm down if needed, find out information (fact checking) and think things through. This may mean to talk to a trusted person confidently e.g., a mentor.

3. **Find a safe and private place to talk.**

- To have a constructive conversation, you need to find an environment that is safe for you to talk to. Such a place also enables you to take the necessary risks for honest communication regarding the issues at hand.
- Before trying to resolve any issue, find a safe and private place to talk. Do not choose the office of either party or a location near them. And while at this place, ensure that each party gets enough time to air out their views regarding the matter.

4. **Listen actively and let everyone have their say – all involved.**
   - It is important to meet in a secure and private place and everyone have the opportunity to air out their views and perceptions on the issue. Each person needs to have equal time to express their thoughts and concerns. If necessary, set ground rules. Taking this approach will encourage the other party/parties to articulate their thoughts in an open and honest manner as well as comprehend the causes of the conflict and identify solutions.

5. **Determine ways to meet the common goal.**
   - The common goal may be that all parties can 'live with the arrangement' or that the employer's needs and the employee's needs are considered.
   - To find the source of conflict is the main step to solve any problem.

6. **Agree on the best solution and determine the responsibilities each party has in the resolution.**
   - It is in the best interest for all that a resolution is achieved. This involves communication. A big part of success is to ask…what the party can live with? Find common ground. Afterward, determine the responsibilities each party has in resolving the conflict. Also, it is crucial to use this chance to identify the root cause and ensure this issue will not come about again.

7. **Evaluate how things are going and decide preventative strategies for the future.**

- Never presume that the issue is resolute. Effective communication is very important. Keep an eye on the issue, check in, if necessary, with yourself/the other party. If the issue arises again, take the necessary action.

Resources

- [Queensland Government – Managing conflict in the workplace](#)
- [Business.com – 5 tips for managing conflict in the workplace](#)

Action

Strategies	Evidence	Phase / Activity
1. Clarify what is the source of the conflict		
2. Time and support		
3. Find a safe and private place to talk		
4. Listen actively and let everyone have their say – all involved		
5. Determine ways to meet the common goal		
6. Agree on the best solution and determine the responsibilities each party has in the resolution		

7. Evaluate how things are going and decide preventative strategies for the future		

Reflection

- How do you feel about this power skill?

- How is it important to you?

- What do you find easy?

- What challenges you?

- Do you know anyone in a workplace or in your life that is strong in this power skill? How?

Future Goal(s)

What strategy(s) would you like to work on?

Goals What strategy are you going to work on further?	How will you achieve that goal? What steps will you take? What resources do you need?	Evidence What did you achieve?	Phase / Activity

			17

EMOTIONAL INTELLIGENCE

Definition

Emotional Intelligence (EI) is the ability to understand, manage, and use your emotions. It includes self-awareness, self-management, social awareness, and relationship management. With effective EI skills you're able to communicate more effectively, empathise with others, relieve stress, and overcome more challenges, such as managing conflict.

Strategies

1. **Listening to colleagues/group in meetings. Not interrupting anyone and providing constructive feedback**
   - The first step to responding to interruptions is becoming aware of the power you hold on your team.
   - When a peer interrupts you, acknowledge your interrupter. Tell them you hear them, but make sure you finish your point.
   - If things get awkward or stressful for you, try to reach out to your colleague after the meeting and clarify your intentions.
   - To interrupt without being disrespectful, start with a culture check. See if your organization encourages healthy disagreements during a brainstorm. If so, share your views confidently.
   - Then, ask before interrupting. Say, "Dana, can I interrupt you for a second?" instead of speaking over someone.
   - Finally, avoid using the word "but." Instead, think of using "and," and framing your thoughts in ways that are collaborative rather than combative.

2. **Offering others understanding if they are upset. Showing compassion if they are having a tough day. Offering support**
   - Noticing when colleagues are in pain or are undergoing some personal stressors and trying to make them feel secure and comfortable at work,
   - Actively listening to others without judging them,

- Accepting criticisms and carefully stating our opinions to someone for underperformance or failure, making sure we don't hurt their feelings.

3. **Helping to create and encourage an open, supportive atmosphere where others can express themselves without fear of criticism.**
   - Approval, Empowerment/Voice, Growth & Self-efficacy
     - Provide regular positive feedback for quality work.
     - Provide opportunities to present work to peers.
     - Provide opportunities to voice opinions.

4. **Improve self-awareness: Be aware of your moods, as well as the emotions of others and their drives. You can improve this by considering your actions and how they affect those around you, as well as encouraging to do the same.**
   - Create space and time – connect with yourself daily, avoid digital distractions, and carve out solitude.
   - Practice mindfulness – pay attention to your inner state as it arises, and try mindful walking, eating, and listening.
   - Journal your awareness – process your thoughts through writing and record your inner states.
   - Practice listening – pay attention to speaker, observe emotions and body language, and don't judge or evaluate.
   - Gain a different perspective – ask for feedback.

5. **Self-regulation: A technique involving controlling your impulsive actions and emotions. Many of these can have a negative result on your working relationships. So, this means rising above any minor and pointless arguments or frustrations to keep your working environment harmonious. These three phases help with self-regulation:**
   - Planning: The student plans her task, sets goals, outlines strategies to tackle the task, and/or creates a schedule for the task. Students have an opportunity to work on their self-assessment and learn how to pick the best strategies for success.

- Monitoring: In this stage, the student puts her plans into action and closely monitors her performance and her experience with the methods she chose. Students get experience implementing the strategies they chose and making real-time adjustments to their plans as needed.
- Reflection: Finally, after the task is complete and the results are in, the student reflects on how well she did and why she performed the way she did. Students synthesize everything they learned and reflect on their experience, learning what works for them and what should be altered or replaced with a new strategy.

6. **Working on productivity: Focus on daily motivations, career goals, and enthusiasm for work. Recognising what your goals are and find fulfillment in those.**
   - Goals - Setting clear goals that align with our core values is important for increasing engagement with actions that will make those goals a reality.
   - Reality - Being aware of our current state in relation to our goals, including what's working well, as well as the possible barriers (e.g., excuses, fears, weaknesses), is key for making positive changes aligned with our goals.
   - Options - Acknowledging the possible routes for action, our own strengths, as well as our available resources (e.g., peer support) can help us use our options to get back on track when faced with obstacles.
   - Way forward - Motivation, commitment, and accountability towards making positive changes now are crucial in getting us started on our journey towards achieving our goals.

7. **Be empathetic: Responding appropriately to the emotions of others. This is particularly essential in leadership, as you need to be able to guide people through difficult parts of a project. Learning ways to motivate others.**
   - Step 1: Noticing/observing someone's emotional state.
   - Step 2: Correctly interpreting that emotional state.
   - Step 3: 'Feeling' the same emotion.
   - Step 4: Responding to the emotion.

8. **Being more sociable: By improving your social skills, you can communicate better with others. You can become a better employee/business owner if you know and understand the people around you.**

- Maintaining Eye Contact
    - Start making eye contact before you start talking to the person:
      Look at them before you address them, that way you don't have to think about it while you are talking to them.
    - Glance to the side if you need to break eye contact:
      Try maintaining eye contact for 4-5 seconds. A good rule of thumb is to hold your gaze for as long as it takes to register the shape and colour of their eyes. Briefly look to the side before resuming eye contact.
    - Use the 50/70 rule:
      Maintain eye contact 50% of the time while talking and 70% of the time while listening.
    - Try to look away slowly:
      If you need to look away, do so slowly. If you look away too quickly, it can look like you are scared or timid.
    - Use the triangle technique:
      Imagine the person's face within an inverted triangle connecting their eyes and mouth. Slowly rotate your eyes between the different points on their face so that you are not just focusing on their eyes.
- Starting a conversation – the ARE Method
    - ANCHOR: An observation on your mutual shared reality (i.e., something that you both are experiencing and witness to). This is dependent on the setting you encounter the individual in. For instance, if you encounter them at the grocery store, you could remark on the items that are currently on sale or a product you are both buying.
    - REVEAL: Say something that connects you to the anchor (i.e., "I found these melons for a better price last week at X store"). You can also use a story or experience to help connect yourself to the conversation.

- ENCOURAGE: Keep the conversation going by asking a question. The question can be open-ended (i.e., "what do you think?") or more specific ("have you found a better price?").

Resources

- [Positive Psychology Emotional Intelligence Tests](#)
- [Emotional Intelligence in the Workplace](#)
- [Big Bang Theory on Body Language](#)

Action

Strategies	Evidence	Phase / Activity
1. Listening to colleagues/group in meetings. Not interrupting anyone and providing constructive feedback		
2. Offering others understanding if they are upset. Showing compassion if they are having a tough day. Offering support		
3. Helping to create and encourage an open, supportive atmosphere where others can express themselves without fear of criticism		
4. Improve self-awareness: Be aware of your moods, as well as the emotions of others and their drives. You can improve		

this by considering your actions and how they affect those around you, as well as encouraging to do the same.		
5. Self-regulation: A technique involving controlling your impulsive actions and emotions. Many of these can have a negative result on your working relationships. So, this means rising above any minor and pointless arguments or frustrations to keep your working environment harmonious. Using tools if you are finding being present hard e.g., time out.		
6. Working on productivity: Focus on daily motivations, career goals, and enthusiasm for work. Recognising what your goals are and find fulfillment in those.		
7. Be empathetic: Responding appropriately to the emotions of others. This is particularly essential in leadership, as you need to be able to guide people through difficult parts of a project. Learning ways to motivate others.		

8. Being more sociable: By improving your social skills, you can communicate better with others. You can become a better employee/business owner if you know and understand the people around you.		

Reflection

- How do you feel about this power skill?
- How is it important to you?
- What do you find easy?
- What challenges you?
- Do you know anyone in a workplace or in your life that is strong in this power skill? How?

Future Goal(s)

What area(s) would you like to work on?

Goals What strategy are you going to work on further?	How will you achieve that goal? What steps will you take? What resources do you need?	Evidence What did you achieve?	Phase / Activity

			25

EMPATHY

Definition

The ability to emotionally understand what other people feel, see things from their point of view, and imagine yourself in their place.

- **Benefits in the workplace:**
  - Ability to build stronger relationships with work colleagues, employees, customers etc.
  - Increased tolerance and acceptance of others

Strategies

1. **Emotion coaching**:
   - it's ok to have strong feelings, it's what we do with them that matters e.g., guilt – make amends, anger – share your reality, loneliness – reach out. When feelings are understood and become acceptable then it is easier to see and understand them in others

2. **Allow for opportunities that switch on the empathy mode.**
   - For example, social justice projects.
   - Exposure to groups/situations that require support/understanding.

3. **Make the effort to discover what you have in common with people you are working with**.
   - Finding connections to other people or causes helps to foster feelings of understanding which leads to …empathy.

4. **Talk openly.**
   - have discussions with others about topics such as injustices and racial biases.

5. **Understand the importance of perspective-taking and nurture this form of empathy through practice exercises and group discussion.**

6. **Foster empathy through compassion training.**
    - Practicing exercises and discussion help develop strong perspective-taking skills. E.g., But what about those feelings of personal distress? How do we keep affective empathy from overwhelming us? E.g., mindfulness meditation and compassion meditation — may be helpful. Help improve face reading skills - It's hard to show empathy if you can't read faces well.

7. **Show/ rehearse 'how to make a face' …… fun fact!**
    - When researchers have asked people to imitate certain facial expressions, they have detected changes in brain activity that are characteristic of the corresponding emotions. People also experience emotion-appropriate changes in heart rate, skin conductance, and body temperature (Decety and Jackson 2004). So, it seems likely that we can boost our empathic powers by imitating the facial expressions of people we want to empathise with.

8. **Learn the 'hot-cold' empathy gap.**
    - It's natural to sometimes forget what it feels like to experience pain, hunger, loss, anger etc. Learning about the 'hot – cold' empathy gap reminds people that before they decide that somebody is being unreasonable, they need to ask themselves: Have they forgotten what it feels like to be in the other person's situation?

9. **Think and talk about the rationalisations that people use to justify callous or cruel acts.**

Resources

- [Three videos on the importance of empathy](#)

Action

Strategies	Evidence	Phase / Activity
1. Emotion coaching		
2. Switching on the empathy mode		
3. Finding things in common with others that you are working with		
4. Talking openly about injustices and racist biases		
5. Perspective-taking		
6. Foster empathy through compassion training		
7. Show/rehearse 'how to make a face'		
8. 'Hot-Cold' empathy gap		
9. Think and talk about the rationalisations		

Reflection

- How do you feel about this power skill?

- How is it important to you?

- What do you find easy?

- What challenges you?

- Do you know anyone in a workplace or in your life that is strong in this power skill? How?

Future Goal(s)

What area(s) would you like to work on?

Goals What strategy are you going to work on further?	How will you achieve that goal? What steps will you take? What resources do you need?	Evidence What did you achieve?	Phase / Activity

			30

Problem-Solving

Definition

Problem-solving skills allow you to identify a problem, determine the cause of the problem and identify and prioritise how to address the problem.

Benefits in the workplace:

- Ability to build stronger relationships with work colleagues, employees, customers etc.
- Increased tolerance and acceptance of others

Strategies

1. **Have the will and identify the problem.**

    - Make a decision to take the steps to solve the problem.
    - Separate facts from opinion
    - Discuss with team members involved to get more information.
    - Define the problem in specific terms.
    - Gather all the necessary information required to solve the problem.

2. **Identify alternative solutions.**

    - Brainstorm all possible ways to solve the existing problem. Invite suggestions from everyone affected by it and consult those who may have more experience with the type of challenge you're experiencing. You can also use surveys and discussion groups to generate ideas.
    - Write down all the proposed solutions. You should have at least five to eight possible solutions for each problem.

3. **Evaluate solutions.**

- Evaluate your list of alternatives. Assess the positive and negative consequences of each alternative defined in the step.
- Analyse and compare all the alternatives in terms of the resources required for their implementation, including time, data, people and, if relevant, budget.

4. **Select a solution.**

- After the evaluation process, select a solution most likely to solve the problem. Check in:
    o Does it solve the problem without creating another one?
    o Is it acceptable to everyone involved?
    o Is it practical and easy to implement?
    o Does it fit in with the workplace's (school's) policies and procedures?

5. **Implement the chosen solution.**

- The next step involves implementing the chosen solution, which means the following actions:
    o Develop an action plan to implement the chosen solution.
    o Define objectives and separate them into measurable goals to monitor the implementation.
    o Create timelines for implementation.
    o Communicate the plan to everyone involved.
    o Seek feedback during the process.

6. **Monitor progress and make adjustments.**
- Make sure to continuously measure progress to ensure your solution works.
- Gather data and feedback to determine if the solution meets the needs of all those involved.

- Make adjustments if anything unexpected arises.
- If you feel the solution doesn't work as planned, you may need to return to your alternative solutions and implement a new plan.

Resources

- [Got a wicked problem? First, tell me how you make toast](#)
- [The Secrets of Problem Solving](#)

Action

Strategies	Evidence	Phase / Activity
1. Have the will and identify the problem		
2. Identify alternative solutions		
3. Evaluate solutions		
4. Select a solution		
5. Implement the chosen solution		
6. Monitor progress and make adjustments		

Reflection

- How do you feel about this power skill?

- How is it important to you?

- What do you find easy?

- What challenges you?

- Do you know anyone in a workplace or in your life that is strong in this power skill? How?

Future Goal(s)

What area(s) would you like to work on?

Goals What strategy are you going to work on further?	How will you achieve that goal? What steps will you take? What resources do you need?	Evidence What did you achieve?	Phase / Activity

			35

COLLABORATION

Definition

Collaboration skills allow you the ability to work together as a team/group to achieve a common goal.

- **Benefits in the workplace:**

  - Everyone has different skills, talents, and expertise. When all the team members collaborate, work together, they can use this to achieve the shared goal.
  - Collaboration also helps in tracking and achieving project goals as employees combine their expertise to get things done.
  - It also allows everyone to share their ideas while understanding how they think, work, and operate.

Strategies

1. **Efficiency**

- A meeting has an agenda and clear goals outlined for each participant.
- Actions for everyone in the project by the end of the meeting. This allows for 'ownership' and a chance for everyone to contribute and feel a part of the project.

2. **Trust**
- People in the group need to feel safe to give and receive genuinely constructive feedback, be inspired by a common goal, and have opportunities to connect.
- It is important that there is a trusting environment where everyone feels like their teammates and those leading have their best interests at heart.

3. **Empathy**
- Every team member has an important part to play.

- Collaboration can break down when one or more people feel like they have it harder than everyone else or feel like other team members are trying to bring them down.
- The more you get to know everyone and understand how they work and what challenges they're dealing with, the better chance you'll have at successfully collaborating with them.

4. Positivity

- If you have had a bad experience in the past working with a group then, SHAKE IT OFF. It is important to go into a new collaboration with an open mind and a positive mindset.

5. Clarity

- Not everyone is always on board straight away. It's natural for people to have their own priorities or interests.
- That's why it's important to identify everybody's priorities and what they want from the group so that you can all work on a common goal.
- This will help to move the project forward.

6. Accountability

- The most successful businesses have systems and processes where employees can reference a project's schedule and tasks, so they have a clear understanding of how their contributions affect the group.
- That way if deadlines are missed or someone isn't pulling their weight, it can be addressed quickly.
- It's important to work out your group's goals, actions and have it on a timeline.

Resources

- [The power of introverts](#)

Action

Strategies	Evidence	Phase / Activity
1. Efficiency		
2. Trust		
3. Empathy		
4. Positivity		
5. Clarity		
6. Accountability		

Reflection

- How do you feel about this power skill?
- How is it important to you?
- What do you find easy?
- What challenges you?
- Do you know anyone in a workplace or in your life that is strong in this power skill? How?

Future Goal(s)

What area(s) would you like to work on?

Goals What strategy are you going to work on further?	How will you achieve that goal? What steps will you take? What resources do you need?	Evidence What did you achieve?	Phase / Activity

WELLNESS

Definition

Workplace wellness refers to health promotion activities or policies that support positive employee health and behaviour.

This focus is wellness in the workplace. Of course, this too spills over into our whole lives.

- **Benefits in the workplace facts:**
  - Healthy employees tend to absorb less-exorbitant healthcare costs.
  - Well-cared-for employees meet with fewer road accidents as they don't suffer from being stressed, sleep-deprived, or burnt out.
  - When employees are healthier, they are less likely to take sick leaves.
  - Talent acquisition and retention remain strong when employees are happy to work at a company.

Strategies for places of employment:

1. **Implement a wellness program.**
   - If it is not already offered, push for your company to offer a wellness program at your workplace. This encourages employees to prioritise their wellness and offers them convenient support in helping them to do the things that they need to in order to remain healthy.

2. **Eat your lunch away from the computer.**
   - Although it may seem tempting to eat your lunch while also catching up on some emails, it is important to step away from your work and take some time for yourself mid-day. Taking a lunch break every day can help your mood, wellbeing and even lead to higher engagement at work.

3. **Add some greenery to your office space.**

   - Regardless of whether your workspace is at home or in the office, adding some plants to your workspace is a great way to improve its look and feel. There is even scientific evidence that suggests interactions with indoor plants can reduce physiological and psychological stress.

4. **Try meditation.**

   - Meditation is a great way to disconnect and focus on your mental wellbeing. Research shows that it can help reduce stress, ease anxiety, and lower blood pressure. Scheduling in a few minutes of meditation every morning is a great way to start your day with a clear and focused mind! Also, ending the day with a stress relief meditation will help you put the day behind you and focus on time to yourself. There's great Aps out there!

5. **Get physical.**

   - The furthest walk of your day may be from your desk to the kitchen. For that reason, it is important to schedule at least 20 to 30 minutes of physical activity every day. Whether that be a stroll around the neighbourhood, an online workout video, or morning yoga. Try some laughter yoga for a fun and unique workout to help reduce stress. Increasing your blood flow and adrenaline will give you the energy you need to get you through the day. It is also vital to keep the muscles moving and active throughout the day. Try some quick stretches for your neck, and back every hour, and stand up every once in a while, to stretch out your legs.

6. **Stay social team bonding activities.**

   - One of the most difficult aspects of working from home or working in a hybrid environment is not being able to see your co-workers on a daily basis. After all, we often see our co-workers more than we see our family. Make it a point to stay connected and bond with your co-workers, whether that be through Zoom lunches or virtual team catch ups.

7. **Listen to music.**

   - Music is a great outlet for many to increase morale, and lift spirits. Create a work playlist with songs that will help motivate you throughout the day. You can even try sharing playlists with your co-workers and friends as a way to stay connected. Check out our "Motivation for Working" playlist for some inspiration!

8. **Set healthy boundaries.**

   - To maintain mental wellness, it is important to set limits and maintain healthy boundaries. It is easy to find yourself working late on a project or agreeing to more projects than you can handle. However, it is important to remember that it is healthy to say "no" if agreeing to it will take a toll on your wellbeing.

Resources

   - [10 Workplace wellness tips to maintain mental and physical wellness](#)
   - [Wellbeing Australia Workplace](#)

Action

Strategies	Evidence	Phase / Activity
1. Implement a Wellness Program or Stipend		
2. Eat your lunch away from the computer		
3. Ad some greenery to your office space		
4. Try meditation		

5. Get physical		
6. Stay social team bonding activities		
7. Listen to music		
8. Set healthy boundaries		

Reflection

- How do you feel about this power skill?
- How is it important to you?
- What do you find easy?
- What challenges you?
- Do you know anyone in a workplace or in your life that is strong in this power skill? How?

Future Goal(s)

What area(s) would you like to work on?

Goals What strategy are you going to work on further?	How will you achieve that goal? What steps will you take? What resources do you need?	Evidence What did you achieve?	Phase / Activity

			44

TIME MANAGEMENT

Definition

Time management is the process of planning and organizing how much time you devote to specific activities, tasks, or projects in order to maximize productivity, efficiency, and success. It is an important skill that allows people to make the most of their day and achieve their goals in the limited time they have.

- **Benefits in the workplace:**
  - Effective time management can help you make better decisions about how to spend your time, which tasks to prioritise, and when to complete them.
  - The ability to effectively manage time can also help you increase productivity by accomplishing more in less time. You can reduce your stress levels by using time wisely and avoiding procrastination, missed deadlines, and last-minute rushes. In fact, according to a TimeWatch poll 91% of respondents agreed that better time management would reduce stress at work and increase productivity, while 86% thought it would improve task focus.

Strategies

1. **Conduct a time audit.**
   - Start by assessing where you actually spend your time. Create a visual map of the approximate hours you spend on work, school, chores, commuting, social media, and leisure activities. Then, you can drill in on school or work, dividing your previous week into days, then hours. How much time did it take to finish that task? Did a work project take longer because you were scrolling on your phone?
   - Set goals based on this outcome. Planning ahead and setting time limits on your tasks and priorities can free up time for what's most important to you, like spending more time with friends and family.

2. **Use the Eisenhower Matrix to set your priorities.**

- The Eisenhower Matrix is a popular tool that helps you distinguish between tasks that are important, not important, urgent, and not urgent. The quadrant has four boxes in which you can split your tasks to prioritize what you should focus on first. They also correspond with the 4 Ds of execution: do, defer, delegate, and delete.
  - Quadrant 1: Important and urgent. Do these tasks first. These are the priorities that are most relevant to your goals.
  - Quadrant 2: Important but not urgent. Defer these for later in your schedule.
  - Quadrant 3: Urgent but not important. Delegate these to others, if possible, especially if they do not contribute to your long-term goals.
  - Quadrant 4: Not important and not urgent. Delete these tasks or do them when you have free time because they are distractions from your priorities.

3. **Employ methods to "chunk" your time.**

- Once you have a better idea of what your priorities are, setting limits can be an excellent time management tool. There are several options for chunking your time into digestible pieces.

- Try the Pomodoro method. This technique was developed in the late 1980s by Francesco Cirillo, a university student who was overwhelmed by studying and assignments. The Pomodoro method requires using a timer to break down your work into 25-minute intervals, separated by 5 minutes of break time. After four Pomodoro's, you may take a longer 15–30-minute break. Pomodoro ("tomato" in Italian) promotes concentration and relieves mental fatigue, which is especially useful for open-ended work like conducting research, studying for an exam, or finishing a consulting project.

- By "chunking" time, you make big projects and goals less daunting. Less procrastination, more productivity.

4. **Focus on one thing at a time.**

- For most of us, multitasking is generally less efficient than focusing on one task at a time. In fact, one study found that only 2.5 percent of people are able to multitask effectively. Doing too many things at once can impact your cognitive ability, making

you feel unproductive or dissatisfied with your progress. Arranging your time so that you complete one task before starting another can boost your confidence.

- Further, it may be helpful to compartmentalise tasks. If you are a writer, for example, you might dedicate Monday to research, Tuesday through Thursday to writing, and Friday to editing.

5. **Give yourself a reward.**

- Rewards can be a great source of motivation for adopting good time management habits. For each important task you accomplish, you can give yourself a little treat. It doesn't need to be extravagant or expensive. Here are some simple ways to motivate yourself:
  o Taking a break to enjoy your favorited snack.
  o Going for a short walk outside
  o Call a friend or family member.
  o Listen to a podcast episode or a chapter of an audiobook.
- For bigger rewards, you can indulge in activities like reading a book in the bath, planning a night out with friends, or booking a getaway. Exciting rewards can help you push through an especially tough project or work period.

6. **Use apps to block out distractions.**

- Sometimes, rewards and good intentions are not enough to keep us focused. An app or browser extension can help you minimize distractions by blocking you from using social media or touching your phone. Here are some apps and extensions you can try:
  o Forest is an app that helps you stay focused and off your phone. The company partners with an organization called Trees for the Future to plant trees when you spend virtual coins earned in Forest.
  o StayFocused is a browser extension that prevents you from using time-wasting websites like Reddit, Twitter, Wikipedia, Instagram, and more. It's highly configurable, so you can customize it to your specific distractions.

o Freedom is a tool that can block both websites and apps on all of your devices, simultaneously. Take advantage of their free trial to know if it's right for you.

Resources

- Dwight Time Thief – The Office US
- Tips for effective time management

Action

Strategies	Evidence	Phase / Activity
1. Conduct a time audit		
2. Write out your priorities		
3. Chink your time		
4. Focus on one thing at a time		
5. Give yourself a reward		
6. Use aps or other methods to block out distraction		

Reflection

- How do you feel about this power skill?

- How is it important to you?

- What do you find easy?

- What challenges you?

- Do you know anyone in a workplace or in your life that is strong in this power skill? How?

Future Goal(s)

What area(s) would you like to work on?

Goals What strategy are you going to work on further?	How will you achieve that goal? What steps will you take? What resources do you need?	Evidence What did you achieve?	Phase / Activity