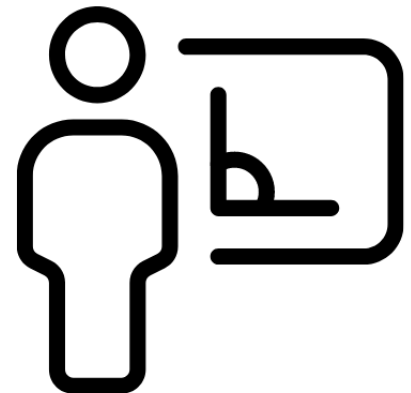


# Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



*If you change the way you look at things, the things you look at change.*

**Wayne Dyer**

## Module Two: Increase Your Self-Awareness



By being aware of our actions and behaviors we change not only ourselves but our surroundings. We must be aware of what we are communicating and how our behaviors can affect others.

### Remove or Limit Self-Deception



Self-deception is commonly used to hide something from ourselves or prevent ourselves from accepting something. We try to make ourselves believe whatever we want and alter the facts in our mind. For instance, we can deceive ourselves by thinking that our presentation was the best in the group or deceive ourselves by believing that people are talking about us when we walk away. It can affect our relationships with others and give people the wrong impression. One of the simplest ways to prevent this type of deception is to be direct.

Always say what you mean and mean what you say – don't try to deceive with alternative phrases or meanings. When taking in information, review it over before drawing conclusions. For instance, your presentation may have been very good, but do not assume it was the best in the group. While you are encouraged to build confidence and esteem by believing in yourself or believing you know what is best, there is no advantage to deceiving anyone.

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Recognize self-deception
<b>Topic Summary</b>	Remove or Limit Self-Deception

	Discuss what self-deception is and how we can remove it from our life.
<b>Materials Required</b>	<a href="#">Worksheet 1-My Self-Deceptions</a>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Complete the worksheet individually.
<b>Stories to Share</b>	Share any personal relevant stories.
<b>Delivery Tips</b>	Ask for volunteers to share their ideas.
<b>Review Questions</b>	How can self-deception affect our self-awareness?

## Ask For Feedback



We often forget that one of the tools we can use to increase self-awareness is to ask for feedback from those around us. It doesn't have to be a lengthy or complicated process and can be done very professionally or casually. The people around us see our routine actions and behaviors and can offer an honest opinion. The thought of asking someone to share their opinions and thoughts about us may seem unnerving and even downright scary, but their advice and thoughts can prove invaluable. If possible, let the person know in advance that you want feedback so they have time to form an impression and gather any tips or hints. A random request for feedback (such as right after a meeting) can be acceptable too, but keep in mind the person may be caught off guard and unable to offer a good answer right away.

The most important thing to remember when asking for feedback is to prepare yourself for what you may hear. Not all feedback will be positive. Take the advice and tips offered as tools to help you improve. Don't be defensive or angry just because the person delivering the feedback may have said something you don't particularly want to hear.

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Discuss the importance of asking for feedback
<b>Topic Summary</b>	Ask for Feedback Discuss why it is beneficial to ask for feedback from others.
<b>Materials Required</b>	<a href="#">Worksheet 2-Importance of Feedback</a>

<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Complete the worksheet individually. Share your ideas with the rest of the class.
<b>Stories to Share</b>	Share any personal relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Why is feedback an important tool?

## Be Open to Change



We are creatures of habit, and when things don't go our way, we tend to internalize and take things personally. Being open to change allows us to adapt to new surroundings and situations and helps us grow. Changing our attitude can help determine how we build our connections. Sometimes after we receive feedback from our peers, we may need to change how we do things or behave in a group.

Perhaps after a meeting we decide we need to change how we plan our presentations. Whatever the reason, it is important to not disregard the importance of change and turn a blind eye to its prospects. Changing how we see ourselves and the people that surround us can have a positive impact on our attitudes and can help build better relationships with our peers.

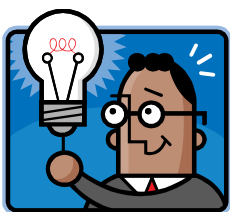
Tips for accepting change:

- Determine how the change can benefit you
- Don't assume a need for change is negative
- Recognize that change is a chance for improvement

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	Review - why it is important to be open to change
<b>Topic Summary</b>	Be Open to Change Discuss why it is important to be open to change and how it can help us.
<b>Materials Required</b>	<a href="#">Worksheet 3-How I Can Be Open to Change?</a>
<b>Planning Checklist</b>	None

<b>Recommended Activity</b>	Complete the worksheet individually. Share your ideas with the rest of the class.
<b>Stories to Share</b>	Share any personal relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	Why is being open to change beneficial to us?

## Reflect On Your Actions



While feedback from other people can be a great tool, personal feedback can be just as valuable. Being reflective gives us a chance to learn from our experiences (even our mistakes) and recognize the chance for learning opportunities. By reflecting on our actions, we can see firsthand what actions we took, how they played out, and what kind of effect they had on people. Use all of your senses to recreate an experience in your mind and the actions that you took. What

behaviors did you exhibit? What did you feel at the time? What type of reactions did you receive from other people?

Reflect on any body language cues you may have used and make note of any cues you may have seen in others. What intuitions or gut feelings do you feel from the experience? Do you feel as though you have learned anything new from the experience? These steps can help you reflect on your actions and increase your self-awareness, and your awareness of others.

<b>Estimated Time</b>	5 minutes
<b>Topic Objective</b>	Review the importance of being able to reflect on your actions
<b>Topic Summary</b>	Reflect on Your Actions Discuss why we would need to reflect on our actions.
<b>Materials Required</b>	<a href="#">Worksheet 4-My Reflections</a>
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Complete the worksheet individually.
<b>Stories to Share</b>	Share any personal relevant stories.
<b>Delivery Tips</b>	Ask for volunteers to share their ideas.

<b>Review Questions</b>	What can we learn by reflecting back on our actions?
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### **Practical Illustration**



Penny wants to become more aware of her actions and how she comes across to people. She is speaking for the first time at a small conference held at her office building. She is very nervous, but asks a coworker, Jimmy, to watch her speech and give her some feedback when she is through. When it was over, Penny met up with Jimmy and asked him what he thought. Jimmy was able to offer several compliments on her delivery and attitude, but also had some helpful hints about certain items in the speech and how she used them. At first Penny was hurt, but when she reflected on her presentation and what Jimmy said, she realized he was right and just trying to help. So Penny decided to research some new topic ideas and better prepare herself for the next speech she would have to give sometime in the future.

## Module Two: Review Questions

- 1.) What is self-deception?
  - a) Convincing others of the wrong facts
  - b) Convincing ourselves of different facts
  - c) Lying about our hair color
  - d) Omitting facts during a presentation

Self-deception is a term used when we try to convince ourselves of facts or figures that are not true or that we think are not true. Also known as delusions or lying to ourselves.

- 2.) How can we prevent self-deception?
  - a) Be honest
  - b) Hide it better
  - c) Tell no one about it
  - d) Learn to control it

We can prevent self-deception by always being honest with ourselves and others. When we are honest about things, there is no room for deception.

- 3.) When asking for feedback, it is better to do what, if possible?
  - a) Ask on the spur of the moment
  - b) Request a written report
  - c) Consult with more than one person
  - d) Give notice

When we know we would like feedback on something, it is best to give someone a little notice before asking them for it, when possible (such as before a meeting or presentation). This allows the person to gather a collective thought and provide better results.

- 4.) When receiving feedback, it is important to be what?
  - a) Persistent
  - b) Aggressive
  - c) Grateful
  - d) Annoying

Sometimes we do not get to hear what we want to hear when we receive feedback. Even if we do not like the results, it is important to be grateful for the other person's time and efforts.

5.) It is important to recognize that change is not always \_\_\_\_\_.

- a) Constant
- b) Right
- c) Negative
- d) Helpful

Being open to change means we have to recognize that not all change has to be negative. Change can be a good thing and lead to positive outcomes.

6.) Change can have a great impact on what?

- a) Other people's behaviors
- b) Our attitudes
- c) Our jobs
- d) Another worker's motivation

Change can have an impact on our attitudes because it affects how we act and behave around others. By making changes, we are adapting our attitudes to suit the situation.

7.) Reflection allows us to do what?

- a) Remember our mistakes
- b) Cause embarrassment
- c) Make jokes
- d) Find learning opportunities

When we reflect back on past experiences, we are able to see what did and did not work for us, allowing us to find learning opportunities we can use in the future.

8.) During reflection, think about \_\_\_\_\_.

- a) How the experience made you feel
- b) How the experience ended
- c) The details of what happened
- d) The people that were involved

When we are reflecting on an experience, think about how the experience made you feel and how you reacted to it. These types of recollections can help you define future actions and behaviors.



9.) How does the saying go?

- a) Do what you do
- b) Always say what you mean and mean what you say
- c) IBI-UBU
- d) It's what you say, not what you mean

Always say what you mean and mean what you say.

10.) Offering feedback is a long and complicated process.

- a) True
- b) False

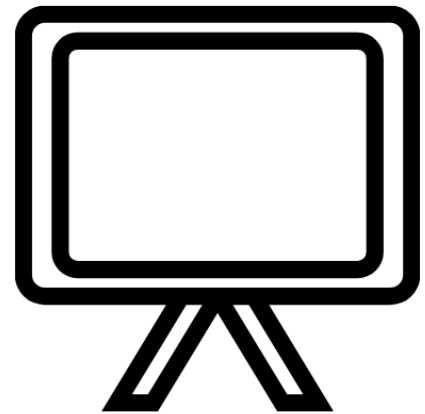
It doesn't have to be a lengthy or complicated process and can be done very professionally or casually.

# PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





“

*If you change the way you look at things, the things you look at change.*

*Wayne Dyer*

MODULE TWO

## Increase Your Self Awareness

By being aware of our actions and behaviors we change not only ourselves but our surroundings.



## Remove or Limit Self-Deception

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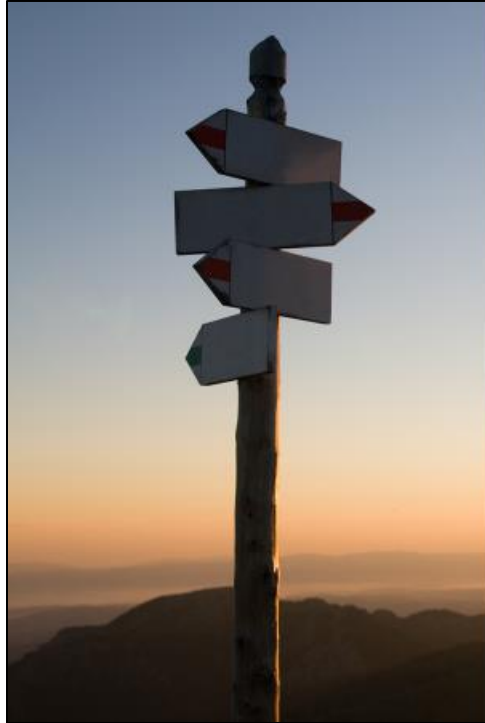
Self-deception is commonly used to hide something from ourselves or prevent ourselves from accepting something.

## Ask for Feedback

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The most important thing to remember when asking for feedback is to prepare yourself for what you may hear.





## Be Open to Change

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Determine how the change can benefit you

Don't assume a need for change is negative

Recognize that change is a chance for improvement

## Reflect on Your Actions

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Reflect on any body language cues you may have used and make note of any cues you may have seen in others.



## Practical Illustration



- Remove or Limit Self-Deception
- Ask For Feedback
- Be Open to Change
- Reflect On Your Actions

## Module Two: Review Questions

1. What is self-deception?

A. Convincing others of the wrong facts

B. Convincing ourselves of different facts

C. Lying about our hair color

D. Omitting facts during a presentation

# Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



# Social Intelligence

## Quick Reference Sheet



### Listen and Watch More

One of the best ways to monitor your behavior and the behavior of others is to learn to listen and watch more than you participate. When listening to others talk, focus on their words, not necessarily the person saying them. Don't get caught up in just one or two things they say, and try to stay focused. Even though you may want to chime in, avoid making your own predictions and assumptions and continue to listen until the end. By watching and listening more, we are better able to monitor the behaviors of other and our own. By focusing on the other person and their actions, we can develop better listening skills and catch more information than if we tried to assume it all ourselves.

Tips for better listening:

- Listen for verbal cues
- Watch for nonverbal cues
- Focus on what is being said, not the person
- Be aware of your own behaviors and reactions



### Always Keep Your Cool

Keeping cool in stressful situations can be a challenge and takes a lot of finesse to navigate through gracefully. It is perfectly normal to feel embarrassed or hurt at certain times. Instinctually, you may lash out or retaliate. The key to maintaining professional communication is to keep your cool at all times and not let the negative feelings take over. When something happens to upset you, take a minute to reflect; step away to compose yourself. Don't deny the other person their opinion, but let them know how you feel and how it affects you. A considerate co-worker will back track and try to readdress the problem in less negative terms. If they are unwilling to, realize that their opinion may not be worth the fight.

Tips for keeping your cool:

- Try not to take words personally
- Stop and reflect *what* was said, not *how* it was said
- Make a note to learn from this experience
- Ask yourself if the person had reason for what was said – if so, what can you do to change it?

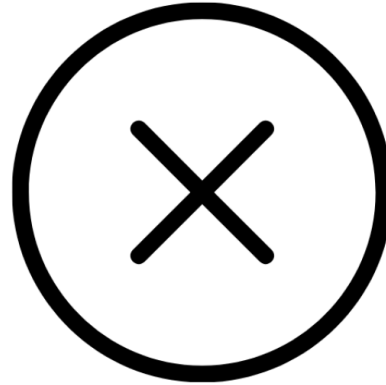


## Conversation Topics

Sometimes when we speak in social situations, the lines of safe conversation topics can become blurred. We become too comfortable and begin talking about subjects that seem fine, but can be offensive or rude to some. It is recommended to stick to topics that are considered 'safe' for everyone, such as common work areas or hobbies, sporting events, television or movies and even forms of travel. These topics create connections and friendships. Some topics to avoid include religion, gossip, risqué jokes, and the government/politics. When all else fails, you can always talk about the weather!

Topics to avoid in a group:

- Religion
- Politics
- Personal health
- Prejudice topics (racism, sexism, etc.), including jokes



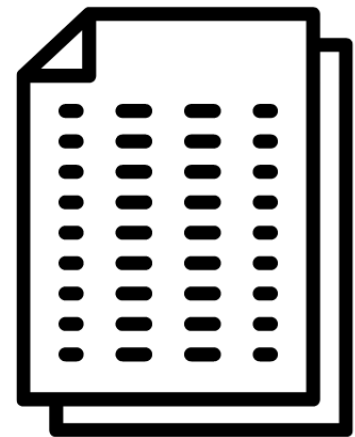
# Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



## Sample Worksheet 1

# *My Self-Deceptions*

Using the spaces below, think of things that you have created self-deceptions about and make notes as to why you think they were created. Be honest with yourself.

1.) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2.) \_\_\_\_\_

\_\_\_\_\_

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3.) \_\_\_\_\_

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\_\_\_\_\_

4.) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Sample Worksheet 2**

***Importance of Feedback***

Use this worksheet to outline the importance of feedback and how we can use it to benefit us.

**Why is feedback important to me?**

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**How can I obtain feedback and use it to my advantage?**

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**Sample Worksheet 3**

***How Can I Be Open to Change?***

Using the space below, make notes of ways you can be more open to change. Determine if there are things in your life you need to change or if you can develop new habits to help you with this goal.

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**Sample Worksheet 4**

***My Reflections***

In the spaces below, reflect back on past experience in your company or another work position. What do you remember feeling/saying/doing? How have these experiences shaped where you are today?

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## Icebreaker: Funny Questions

### PURPOSE

TO GET PARTICIPANTS ENGAGED IN A FUN ACTIVITY BEFORE THE WORKSHOP BEGINS.

**ASK THE QUESTIONS TO INDIVIDUALS OR TO THE WHOLE GROUP. SMALLER GROUPS COULD CREATE A BEST-ANSWER SCENARIO TO DELIVER TO THE LARGER GROUP:**

Some quick, easy and funny questions:

The zombie apocalypse is here! What 3 celebrities do you want on your side?

What's your go-to karaoke song?

If music played every time you entered a room, what would you want your theme song to be?

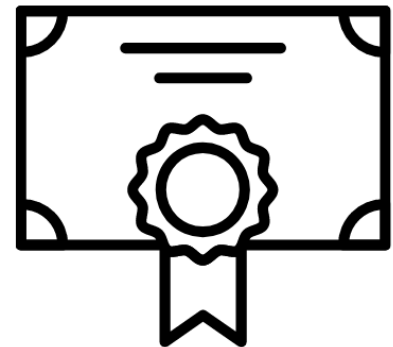
Which sandwich is "the perfect sandwich," and why?

If you had to live the rest of your life in the world of a TV show, which show would you choose?

# Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.





CERTIFICATE OF COMPLETION

**[Name]**

*Has mastered the course*  
***Social Intelligence***

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Presenter Name and Title

\_\_\_\_\_