

Lesson 1:

PILLARS OF PERSONAL EFFECTIVENESS



In the service industry, personal effectiveness is all about managing people, managing clients, managing bosses and managing department heads. The leaders start facing challenges and question whether we are living up to everyone's expectations. They start questioning their instinct like :

- What are we doing?
- Asking people to do in return, delegating and taking orders
- Are we really being effective?
- What is Personal Effectiveness?
 - It is a person's ability to perform tasks and reach goals and derive the best results from the resources at one's disposal.
 - It is about making use of all the resources (both personal and professional) you have at your disposal (i.e. your talents, strengths, skills, energy and time) to enable you to master your life and achieve both work and life goals.
- The critical pillars of Personal effectiveness that you as a leader have to develop are:
 - Independence
 - Taking Initiative
 - Learning Ability
 - Stress Management
 - Self-Confidence
 - Flexibility
 - Time Management
 - Dealing with Failures
- A leader will not always achieve his/her objectives; but will experience a richer and more rewarding life when committed to pursuing the objectives..