

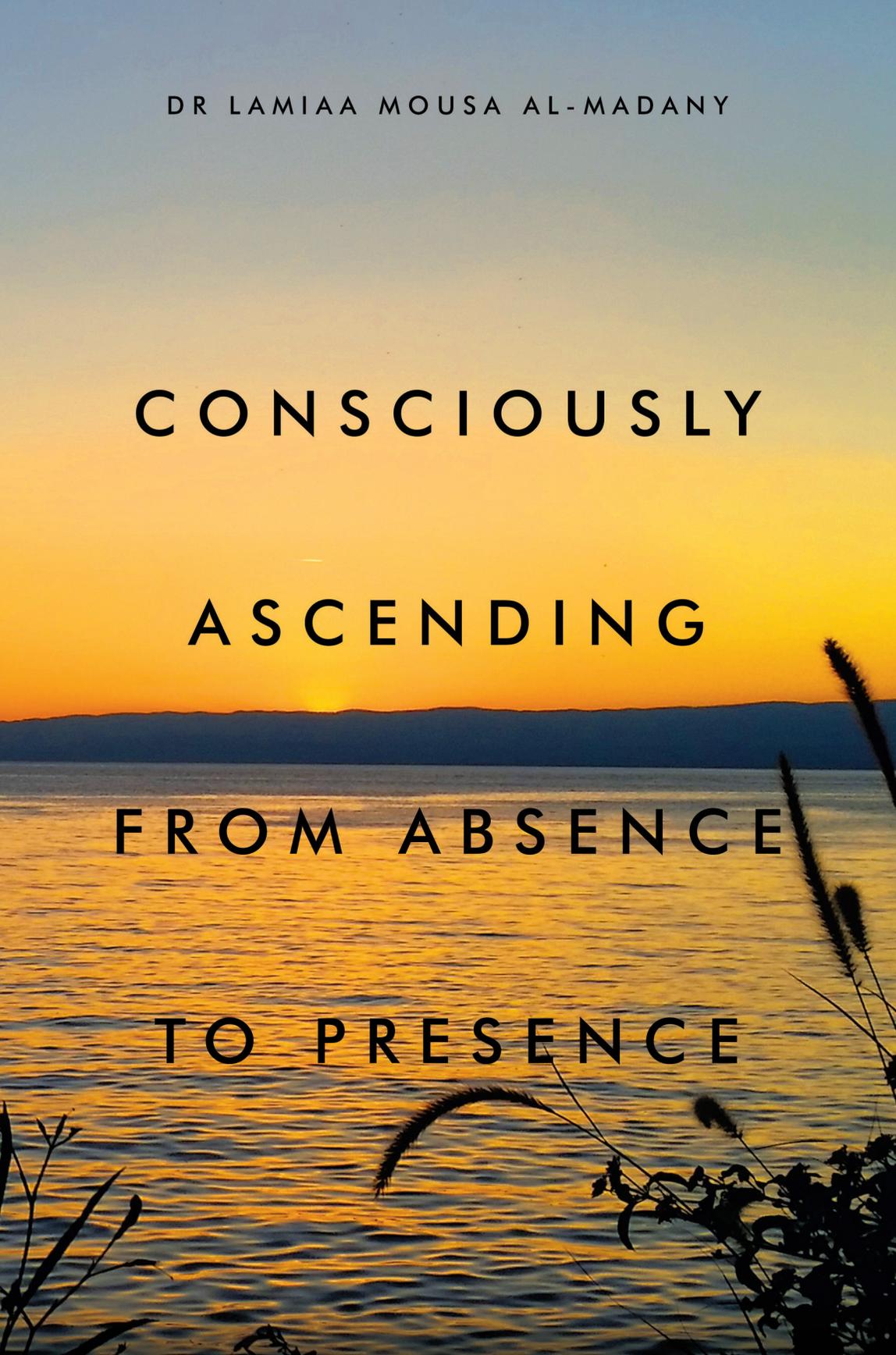
DR LAMIAA MOUSA AL-MADANY

CONSCIOUSLY

ASCENDING

FROM ABSENCE

TO PRESENCE



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DR LAMIAA MOUSA AL-MADANY



PARTRIDGE

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To whom this book is for:

If you answer any of the following questions by yes then this book is written for you.

Q1.Do you want to understand your emotion?

Q2.Do you want to improve your communication with the people surrounding you?

Q3.Do you want to improve your personality, your behavior & attitude?

Q4.Do you want to control your impulsive behavior?

Q5.Do you want to be successful in your life?

Q6.Do you want to recognize how to motivate your-self?

Q7.Do you want to enhance trust in your self?

Q8.Do you want to be successful leader at home and at work?

Q9.Do you want to identify how to manage conflict in your life?

Q10.Do you want to identify how to chose your supportive team?

Q11.Do you want to identify how to manage your time?

Q12.Do you want to think in positive way?

Chapter 1

Introduction

Consciously ascending from absence to presence

Part one Golden Step Toward Excellency

Part one Golden Step Toward Excellency

To be able to ascend with your conscious from absent to present you have to be able to identify yourself.

Many people they think that they knew themselves, but after you read this book you will explore the dimension of yourselves, you will be able to recognized if you controlled yourself or it is control by the other.

Your success as person is dependent on Self-identification, so you have to be careful, how you label yourself.

You will not be able to label yourself correctly, without identifying how your brain is working.

At any situation, your brain well reacts from the memory reflex, because it is the quickest source of information stored in your brain, the next step your brain will use your emotional thinking.

Emotional thinking will react in an irrational way, it takes a decision then search for the evidence to support the decision, if the situation not critical, you will use your logical thinking

Logical thinking will react by rationalizing the events and use evidence to reach to the conclusion.

Your success is not depending on the circumstances is depends on how you will receive the events and how you will reflect on it.

In Self-identification process, you have to identify if you are living in the exciting moment or you are dragging all the misery of your past or the anxiety of future with you to the present moment.

If you want to succeed in your life you have to recognize your goal, if you don't have target and a goal your road toward success will depend on chance and incidence.

Specifying your a goal and direction will lead to success, you have to be sure it is your a goal not somebody else goal.

The first part of this book will help you to develop clear vision and realistic picture of yourself, you are going to be introduced to yourself, this will help you to identify yourself, to identify how you react and interact with your surroundings, to be able to reach to the success through motivating yourself, and be self-discipline.

The more you will develop your self-awareness the more you will be able to move toward success, by correct the inner mind interpretation which will allow you to change your emotion toward the events and this will help you to develop positive self-concept and positive attitude, both will be reflected surely on your interaction with your surrounding.

This book will help you to develop your goal, develop self-confidence, and a positive attitude and to get rid of stress and negative thinking.

The book will enhance your trust in yourself and in your surrounding.

Self-motivation is one of the golden steps toward success.

Self motivation is not an easy process but it is not difficult one, nobody could motivate you up to maximum except yourself, so identifying yourself, identify your behavior and exploring your inner enjoyment motives consider to be the sole of self motivation process.

Preparing for your success is depending on two important factors, to create the strategy to achieve your goal, and to create the strategy to handle failure and recovery period.

This strategy is considered to be the optimum achievement to any person in his life.

By the end of the first part of this book, you will start to recognize yourself watch out your inner voice control it and feel that you exist at the moment.

Second part

Implantation of leadership skills

The second part of the book will help you to ascend with your presents toward excellence, not only at your personal life but also at your surrounding whether at work or at any other part of your life.

Each person has responsibility and duty in his life, your responsibility will activate your leadership commitment in life whether you like it or not, if you label yourself as only housewife, then you are a leader at your home, if you label yourself an employee in any organization, you will be a leader for the people surrounding you by your circle of influence, so whether at home or at work you have to develop your leadership skills, aiming for excellence in your life.

Many features shape the leader and shape their influence on their surrounding. The power of leader can shape his relation with his surrounding some of this power like corrosive power has diminished in modern leadership management, or have a very small role in specific situation, and substitute with expert power and communication power through logical brain thinking.

Many people believe that leadership is something innate in the people, contradictory to the fact, that leadership skills, Can be taught.

Communication considers being the sole of leadership skills, how, when, what method you can choose for communication

will play an important role in formulating successful leader, not only the words, but the tone of your voice, and your body language.

Communication depends on many factors, Body language play important role in communication, more than verbal language.

Listening has many an important dimension, active listening considers being an important facilitating factor in communication and success of leadership skills.

The as successful leader you have to knew how to build your team, how to chose your team member, how to create role and regulation to be able to manage your team and to have a proactive step toward excellence by learning leadership skills.

You cannot perform as a team leader without providing support, and stimulation for your team, different modality is used to enhance, support and motivate the team.

Do not expect all the time to have a quiet environment in the whither at home or at work.

Specific skills should be learned to be successful leader as Persuading, Influencing, and conflict solving skills negotiation and more.

Delegation can make your life easy and comfortable as a leader or it can make it exhausting and miserable if you do not master the delegation skills.

Emotional intelligence domain forms the solid base for leadership skills.

Time management skills are mandatory for any person want to, live comfortable reproductive and successful in his life.

Chapter 2

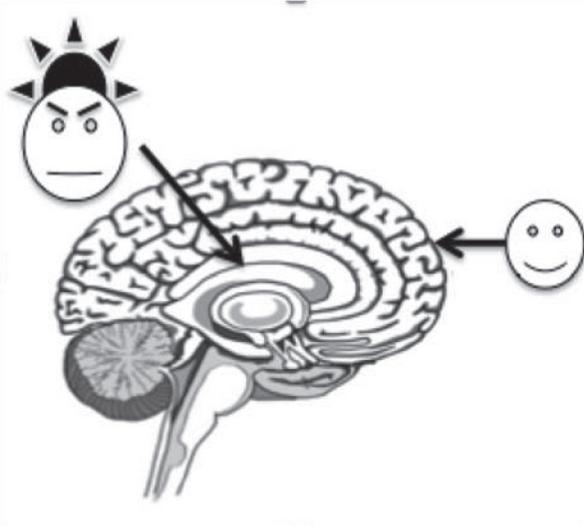
“Identify the way your brain is thinking”

Point to be discussed with chapter2

- **The way you react and interact with people surrounding you.**
- **A Different way of modality thinking.**
- **Logical thinking.**
- **Emotional thinking.**
- **The fact to remember about emotional thinking.**
- **Memory reflex.**
- **Steps to magnify your logical thinking and reduce your emotional thinking.**
- **Is your thinking dominated by emotional or logical thinking?**
- **If you recognize that you are using your emotional thinking how you will act?**
- **Reduce the conflict between your logical and emotional thinking.**
- **Remove the obstacle.**
- **How you control your impulsive behavior.**
- **Manage your inner voice**
- **Labeling yourself**



The way you react and interact with the people surrounding you.



The way you react and interact with your surrounding its the result of mental reaction leading to focus stimulation to the particular part of your brain, when you think in the emotional way specific part of your brain will be activated and when you think in a logical way different part of your brain will be activated.

Actually when you think you are thinking in both way, but one of them will be dominant, and your reaction and reflection will depend on the dominant thinking way.

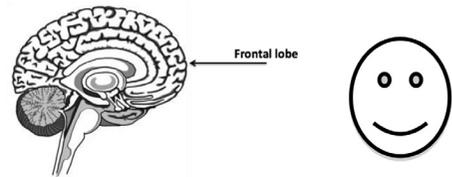
Antonio Damasio did several studies since 1994 on the way the brain is thinking

According to the study conducted by the scientist Davidson, Jackson, & Kalin in 2000 show that the frontal lobe is

responsible for logical way of thinking, where the limbic lobe is the one responsible for emotional thinking and emotional self-awareness

That means when you interact in logical way the dominant part of your brain will be the frontal lobe, where when you interact in emotional way the dominant part of your brain will be limbic lobe

So in the middle of any situation, you are presented with the dominant part of thinking either logical thinking or emotional thinking



Logical thinking

When you are using the logical way of thinking you are interpreting the information not only by using common sense but also by collecting evidence to decide if something is feasible and realistic and following the logical argument to reach to the conclusion in particular situation.

You are using the know thinking with minimal involvement of your past experience, or future expectation, so you are present in the know with your feeling reaction and reflection on the situation

So the logical thinking is the more realistic approach to thinking.

The question is...

Can you think in a logical way all the time?

To be able to answer this question you have to know about the other sources of thinking.

Emotional thinking



When you are using the emotional thinking your limbic lobe in your brain will be activated, and your way of thinking will be full of emotion like sadness, anger, revenge, and excitement and love, so the picture will be unrealistic due to emotional thinking.

If your emotion and feeling dominating your thinking, then the interaction will be based on the irrational way of thinking, in emotional thinking you are not living in the moment, either you are dragging the past experience with all it is sadness, failure or you are living in the future with all it is excitement and anxiety from your own expectation.

According to the scientific study, activation of emotional thinking will lead to **loss of Emotional Self-Awareness**

And reduce your logical thinking and you will not be present in the known moment.

Facts to remember about emotional thinking

You are the product of your choice, the more you will train your brain to control your emotional thinking and present your logical thinking the more you will succeed in presenting yourself in the know situation, but in certain emergency situation the emotional thinking will be dominant because the emotional thinking is faster and more active than the logical brain, in this situation we don't need more civilized way of action, we need the fight and flight characteristic of thinking and remember that mostly in his situation emotional brain will take the correct action.

Brain reflex in emergency situation

The brain under stressful and emergency situation will react in a reflex way, that means it will search in the memory about similar events related to this situation and bring the past experience whether it is personal experience or taught in early childhood with all its positive and negative points, and start to react in way to imitate the response to that situation and this is what we call the **memory reflex**

Memory reflex is much faster than the emotional thinking

Imagine you touch a hot cup, what will happen?

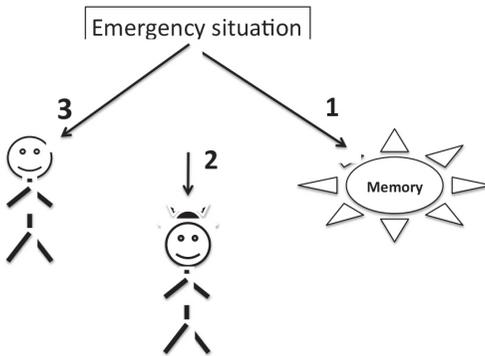
You will react quickly by withdrawing your hand before you think and this will be the first reflex.

Memory reflex will be similar to such a situation. Imagine you are facing a person who is shouting and agitated, moving his hand in an aggressive way, the first thing your brain will do, developing defensive

body action, by withdraw you back from the place, preparing your body for run away by increasing your heart rate, your respiratory rate, and pupil constricted frowning of front head, follow by emotional thinking your brain will think in similar incidence happen to you or heard about it, so your emotional thinking will import the action, and want to react according to your past experience.

But because you distinguished how your brain is thinking you start activating your logical thinking and holding the emotional thinking.

By the end of this book, you will able to handle conflict and building strategy to deal with conflict and aggressive behavior wither at home or at work.



Key point:

During emergency situation your brain will start to drag information from memory or use emotional thinking then when the situation settles down, will use the logical thinking

Can you manipulate the way your brain is thinking by magnify your logical thinking and reduce your emotional thinking?

To be able to answer this question you have to identify if you are living the present moment or not

To know if your brain is thinking in the present situation or not ask yourself am I thinking in present

Am I overwhelmed with the past experience “withered from past situation or instruction taught to me by my parent or teacher or religious body”?

There is nothing wrong to learn from your mistake and the other people's mistakes but you have to know that each situation is different from other, there is no two identical situations, and there is no two identical persons, each person is different from other by one or other way, and more than that you yourself cannot be the same person in two different situations, people change with time and with circumstances.

To be able to magnify your logical way of thinking and control your emotional way of thinking you have to explore yourself

Explore your dominant thinking method?

To identify if your thinking is dominated by emotional thinking or by logical thinking.

When your brain is dominated by emotional way of thinking you will be shallow in thinking, using the emotional interpretation to events, without justification to the fact, how the events occur you would think about feeling and emotion you find yourself using the words like

“I feel I do not like

I like

But when your brain is dominating by logical thinking you will find yourself using the word of

In fact, in logical sequelae, by evidence

It is difficult to analyze your thinking and behavior in the middle of events, but teach your self to have time to be alone with your self every day during which you should be honest to your self

Ask yourself if you agree with your behavior during the day if the answer is yes I agree that mean you are thinking in a logical way

If the answer is no I do not agree I am not satisfied about it that means you are in emotional thinking

From now on you will start to monitor your internal dialog, identifying the technique of your thinking.

Solve the mystery

If you recognize that you are using your emotional thinking how you will act?

Analyses any situation you pass through, think if you are thinking in a logical or emotional way if you are thinking in the past or present or future.

Analyze the situation label the wrong action and create corrective action, so next time when you recall the situation you recall your analysis and the corrective action and this will create automatic constructive belief and behavior in our memory reflex.

Key point:

To create automatic constructive belief

- 1. Analyze the events and situation*
- 2. Label the wrong action*
- 3. Create corrective action to be used in the next time*
- 4. Store the events at your memory*
- 5. Rehears the incidence with the corrective action.*



Use positive realistic language

Use Positive statement in planning for any situation,
change unrealistic expectation to realistic one

Do not use should in your statement and replace it with
could

X ↙
Should Could

Create a peace in your brain.

Reduce the conflict between your logical and emotional thinking
by creating fixed written value to follow in your life

Your value will be reflected in how do you see yourself and how
do you see the world and how do you see your surrounding.

Key point:

*To reduce the conflict between your logical &
emotional thinking creating fixed written value
to follows in your life*



Remove the obstacle

Your personality is reflecting the dominant thinking way, logical or emotional thinking. You present to the people around your way of thinking.

So we said this person is emotional we meant he give conclusion without digging deeply in fact and evidence he used his feeling which reflects on his behavior and in judge the situation, and when we said this person is logical we mean he use common sense and evidence in his judgment

Key point:

Your personality is reflecting the dominant thinking way



I am not happy about my behavior



Controlling impulsive behavior

Impulsive behavior means you are controlled by your emotional thinking instead of you control it.

Impulsive behavior can affect you and affect the people around you either at home or at work, the worst part is it is effective on you

It starts by self-blame which will lead to loss of self-confidence and self-satisfaction, it also affects the others by present the unpleasant personality to your surrounding and it might affect your personal and professional life.

In simple words, it will obstruct your success in personal and professional life and it will lead to loss of trust from your surrounding.

During impulsive response, emotional brain can overcome your reaction and behavior.

If this occurs from time to time this consider being normal, and you should be able to manage the impulsive behavior

To be able to manage it successfully you have to work in two directions,

First: Heal the wound accepting that this can happen from time to time and you have to forgive yourself if it happens, and stop self-blame because it is one of the strongest tools for self-destruction.

Second cure the others. If the situation involves other people, do apologize for what you did this will facilitate the internal healing, and enhance self-forgiveness and will increase self-confidence.

Key point:

Strategy to deal with impulsive behavior

1. *accept that impulsive behavior can happen*
2. *forgive yourself*
3. *stop self-blame*
4. *abolishes for the people your heart.*

Brighten the truth manage your inner voice, be your best friend

Do you have inner dialogue talking to you explaining the situation and suggesting action this is the inner voice

The inner voice is the dialogue between your emotional thinking and your logical thinking what is happening in your emotional brain is faster stronger than the logical brain and in any situation, he will start the suggestion and you are free to accept or refuse the suggestion.

Key point:

The emotional brain is the only suggestion, and you are free to accept or refuse the suggestion.

Remember that not always the emotional thinking is wrong if you analysis the suggestion and you find it suitable to be applied then carry on, and do it and if you find it irrelevant do not carry the suggestion, you have to think in a logical way and try to convince your emotional voice about your choice and this to avoid self-blame.

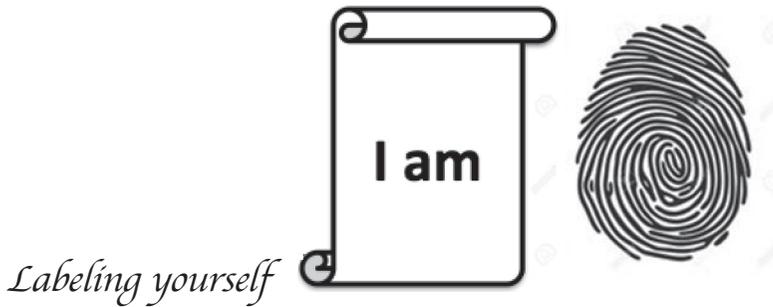
Key point:

Emotional thinking not always wrong, it can be right to

Usually, the inner dialogue dominated as an emotional thinking as start and it will require second to stop so to manage the inner voice leave the emotional thinking to express itself, activate the logical brain to use fact and evidence and rational thinking to continue the dialog

Key point:

To manage your inner voice, leave the emotional express itself then think logical way.



Be careful how you label yourself

One of the most crucial steps in self-awareness is self-labeling. The people around you are reflecting your vision to yourself. The more you appreciate yourself the more the others will appreciate you and trust in you.

Labeling yourself is your thumbprint with which the people recognize you.

People lacking self-confidence, self-esteem and self-trust can be shown in the way they talk, walk and react and this will be reflected in how other people will see them appreciate them respect them and trust them.

You have to be able to label yourself in a powerful, positive, productive and attractive way, we are not talking about labeling yourself in front of the other we are targeting labeling yourself in front of yourself.

The more you tell your self-statement the more you believe in it, and the more the others believe in you.

That means you have to stand in front of mirror once a week and tell your self who are you in positive, powerful way

E.g. If you Said

I am successful teacher and mother

Your brain will start to recognize you first as successful teacher and second as mother, so your brain will react to prioritize your life around your carrier then your motherhood, which will be the second

So from time to time you have to re-label yourself according to your priority, nothing wrong of labeling yourself as successful mother and teacher

Another example is

I am successful physician and father

This statement will be accepted for the physician in the beginning of their training program acting to enhance their ability to pass a certain period of their life, but it should not be forever because priority in our life is changing, and we should include all the dimension in our life to be successful person.

I am successful mother and I am taking good care of my house

In this statement, you label yourself as the first mother then housekeeper but you forget to label yourself as a successful lover and successful wife the result that your brain will make a minimal effort toward your emotional, sexual life.

Key point:

Labeling yourself is your thumbprint with which the people recognize you, act and react with you according to your self-label

Chapter 3

Self-awareness

Point to be discussed with chapter3

- What is self-awareness?
- Self-personality dimension
- Identify your personality traits
- Positive self-concept
- Identify your Behavior
- Don't miss the truth
- Why I have to get rid of the past?
- Steps to control the past
- How to live in the present moment?
- Benefits of self-awareness
- Changing the unwanted behavior
- How we can improve our capacity of self-awareness



Self-awareness

Self-Awareness is a dynamic process of a clear perception and recognition of own strength, weaknesses, emotions, beliefs thoughts and motivation.

By consciously address your weaknesses, and capitalize on your strengths and knowing how to ask, receive and use feedback you can develop Intuitive decision-making skills.

This will create a clear image in your brain about yourself, you will be able to understand how other people perceived you and react to you.

Key point:

Self-Awareness is a dynamic process of a clear perception & recognition of own strength, weaknesses, emotions, beliefs thoughts and motivation.

To be more self-aware you should focus on two important sides of your self

1. self-personality
2. Self- behavior

Self-personality dimension

Everyone has the potential to develop them self but they should have positive self-concept to be able to do so you have to identify your personality traits.

Searching for the a goal

Identify your personality traits

Your value, habit, emotion, and motivation

Remember that your personality can be changed by controlling and managing your emotional thinking, recognize your self and look back over to what happened in your life, looking deeply to your good habit and magnify them and eliminate the unwanted habit which offense the people and makes you feel regret.

Your treasure

Your Ideal Self is your treasure it is an image of the person you want to be

It's shaped by your values & philosophy, your life and career stages and your motives.

The ideal self-image can be re modulate with the surrounding people and media,

You have to be careful to keep your ideal self without interruption from your surrounding.

Key point:

You have to be able to compare your personality with your ideal self, so you will be able to work in changing your personality to approximate it to your ideal self

Positive self-concept

- Positive self-concept considered to be one of the strongest motives toward success. Can be done by acquiring a positive understanding of who you are, and not only by identifying your intrinsic value but also by identifying the intrinsic value of others, the more you will appreciate the other and admire their work and value the more you will look to your self in a positive way.
- The positive self-concept can be achieved by doing things that you are happy with, things that bringing internal joy
Internal joy will be enhanced by self-trust accepting your self and meditation, cognitive therapy or yoga.

- Doing and rehearsing successful things in your life will magnify positive self-concept.

Key point:

Positive self-concept is done by

- *Exploring your internal value, and other people value*
- *Doing things that make you happy*
- *Concentrated on the successful things in your life*

Identify your Behavior

Identify your behavioral traits will facilitate your logical thinking and improve your behavior.

To be able to improve your self-satisfaction and reduce the frustration you have to be able to identify your personal need like self-esteem, affection, respect, belongingness, achievement and fulfill them.

Key point:

Improving the self-behavior consider to be one of the most effective factors in improving self-satisfaction and reduce frustration

Don't miss the truth

Sometime you think you knew your self, but you have to be very careful between self-recognition and ego.

Your self is a mental image you form base in your personal value and beliefs

Ego is a false self, created by unconscious identification with the mind.

A mental image you form of who you are, based on your personal and cultural conditioning, so you act not according to what you want you act according to the society demand on you even if you don't like it, or according to the situational condition.

Imagine you are physician or teacher in conservative society, and you attend a party and you get excited about the music, you want to dance your ego will start to prevent you till you **no you cannot**, suppose one of your patient or student see you what he will say, then you lesson to your ego and change your personality according to society not according to what you want.

The ego feeds itself from the surrounding not from within the self, it shape your personality in the way to satisfy your surrounding not to satisfy you and your value.

It cannot live the present moment it either exists itself in the past, accumulating all the past depressive unpleasant experience or in the future, with all it is worries and anxiety.

If you have been through unsuccessful love experience and after some time you want to engage in new relation, your ego will continue to resist the Idea claiming that but what if you fail

like the last time, what if in future something went wrong what the people will say about you, you will be labeled a failure.

All this thought will drag you for depression, and increase your anxiety, prevent you from living and enjoying the moment and enjoy the new events in your life.

To be able to identify yourself in the correct way you need to live the moment.

Remove the monkey from your shoulder

Why get rid of the past

Some people think they should not get rid of the past because the past is the base of their presence and the presence is the base of their future.

The image you have a monkey on your shoulder jumping all the time, how you will feel.

If you carry the entire past all that you will get is frustration and depression.

Of Course, you cannot forget totally the past experience, but you have to manage it in a clever way.

Control your monkey

Steps to control the past

1. What you can do you should start to rehearse the good memory in the past
2. Rehearse the good memory remember them and magnify them in your brain
3. Remodel your bad experience and unwanted behavior, then look outside the box, look to the past events as if it happen with somebody else try to find explanation to what went wrong and why unwanted result occur, where is the weak point lead to unwanted result, what is the point if it changes will lead to better outcome, than put them in folder with small title of the events and with big font bold statement learn point from the lesion.

Key point:

Steps to control the past

1. *identify the good memory, rehearse them and magnify them.*
2. *remodel the bad experience and magnify on listening to learn.*

Enjoy eating the chocolate

Most of the people do not know how to eat chocolate.

The best way of eating the chocolate is to bit small piece at a time move it below your tong and let it dissolve slowly, most of the sweat test sensation located below your tong, this will give you prolong sensation of enjoiment

How to live in the present moment?

1. Identify if you are in the present moment.

If you are expecting what the other people react that means you are rehearsing the past.

2. Once you recognize that you are in the past admitted in your slip and try to react in the presence.
3. Truth have many faces do not expect the other to see what you see, they will see what they want to see, remember always there is more than one way to explain the truth you can say half the cup is empty or half the cup is full and both are correct



Reflect on your intention not on the others reaction

Benefits of self-awareness

- The more you will be self-aware the more you will be positive in your thinking.

By changing the unwanted behavior and attitude, this will be mirrored in your personality and your leadership skills, and affect the way you react with the other in all aspect of your life (work, emotional, family).

For example, if you are a physician and you have a busy clinic and you have 10 patient overbooked and this delay your list which leads to delay one of the patient by one hrs the patient enters the room and start shouting that you are delaying his appointment for one hrs and you are not a responsible person.

What will be your reaction?

- 1- ask the patient to stop shouting and till hem that the clinic is very busy and this is an administrative problem and you are not responsible for it.
- 2- ask the patient to go outside the room and call the security, asked them to take the patient outside the clinic.
- 3- lit the patient express his anger and then till hem that he has the right to get angry, apologize for the delay, offer the patient seat explain to him that sometime we have to accept the critical patient as overbooking which creates the delay for the appointment.

1. if you chose the first answer you feel fear and frustration and in this situation, you use the inner child who fails to defend his right and you chose to be a victim and pointing to others as the cause of your problem and this will create frustration and you will judge your action.

Self-judgment will reduce self-awareness and will deviate your thinking to be emotional and you will be the victim

2. If you chose the second answer that mean you react in an emotional way and you are using your emotional thinking with element of revenge, and this will lead to rudeness and unsympathetic behavior toward the patient, in this situation you become defensive and deny your behavior and you blame the patient for their action and use the power of “the parent, school teacher, and religion “a tool of punishment.
3. If you chose the third answer you understand that your job is to help the patient “and the delay irritate hem”, you and the hospital administration forming one unit so you cannot transfer the anger of the patient to administration just to get rid of the situation, and by tilling the patient that he has the right to be angry this will make the patient feel your sympathy with him and this will calm him, in this answer you use your logical brain in judging and analysis the situation and you use your logical thinking which lead to the right way of action.

So self-confidence will be reflected in your behavior with the other people, so you learn how to be responsible for reaction with the other, and this will be reflected from your belief and from within the self-recognition so you will be free of guilt, free of fear and resentment and revenge.

Key point:

Benefits of self-awareness

1. *Pointing to others and circumstances as a cause of your problem will create frustration and cultivate self-judgment.*
2. *You learn how to be responsible for reaction with the other, and this will be reflected from your belief and from within the self-recognition so you will be free of guilt, free of fear and resentment and revenge*

Changing the unwanted behavior

Arrogant and compulsive behavior

1. you have to identify if you have arrogant behavior
2. you have to use the logical thinking analyze the way about the cause of your arrogant behavior.

Is it defensive? Occur un occasional

Or

it is fixed behavior implemented since childhood.

3. Do Not use the judgment because self-judgment is destructive in it is nature, it make you deny the behavior and make it invisible and this will lead to inability to change

the behavior and can lead to self-blame, as well as blaming and criticize the others, so when you see arrogant people you are going to judge them in angry frustrating way and humiliate their behavior.

4. Use the changing process of analysis then planning then implementation.

Key point:

Steps to change the arrogant behavior

1. *identify if you have the arrogant, aggressive behavior.*
2. *identify if your behavior is the reflex to incidence, or it is fixed behavior implemented since childhood.*
3. *use the changing process, identify them then plan, then implement your plan of change.*
4. *Do not use the judgment, because it will lead to self-balm and hidden the deficiency without correct it*

-Self-awareness is going to enhance your leadership characteristic

When you have a good self-awareness you grow as a person and have more self trust and more self-motivation and self-confidence which can reflect on self-acceptance, and the more you accept yourself the more you accept the other.

Key point:

Benefits of self-awareness

1. affect you positively by affect the way you react to the others in all aspect of your life
2. change the unwanted behavior and replace it with good behavior
3. change the negative attitude to positive one
4. enhance leadership characteristics

How can we improve our capacity of self-awareness?

You have to identify the way of your thinking, then reinforced logical thinking, try to avoid the judgment, substitute judgment with logical analytical interpretation to change unwanted behavior.

Emotional judgment uses the paternal, schoolteacher, child behavior.

Stop reflecting on things, look to events as facts and reality.

E.g.

If your child make mistake and you punch him and expect hem to show some recession but your child start to laugh **what will be your action?**

Stop reflecting on things, look to events as facts and reality.

1. increase your punishment till he apologizes and cries and you feel that you are satisfied.
2. ask him why he is laughing and request hem to stop laughing or leave the room to another place.
3. Leave hem for the time being and talk to him later.

If you answer

1. In the first answer

The parent thinks in an emotional way and change from punishment for purpose of teaching and education and correction of unwanted behavior to emotional thinking of winning situation which will present by seeing the child surrender, crying and broken.

2. In the second answer

You are reflecting on child behavior of laughing.

3. In the third answer

You think in a logical way reflecting on our intention of educating them and in your action which is correcting of the unwanted behavior of your child, so when you knew yourself you learn to trust yourself reflecting on your intention which is education and correction unwanted behavior, so you rely on your own judgment and you realize that your child afraid and he is trying to reduce your anger and make you smiling, then you decide to delay the process of fixing his behavior

to other time, remember people will not learn the listen in the right way when they are afraid or depressed.

You have to be proactive rather than reactive in any situation.

Key point:

If you knew yourself you learn to trust yourself reflecting on your intention, not on the other people reaction

In summary

When you develop a self-awareness you can change the interpretation in your mind of what you think, you can change your emotions and shift the quality of your relationships and this is the same whether you are at work or in your personal life.

Chapter 4

Successful life planning

Point to be discussed with chapter4

- Difference between a goal and dream
- Creating a goal
- Important a goal criteria
- How to write a a goal
- Ticks you can do to achieve your a goal
- Steps to climb to the top of the mountain of success.
- Report at the end of achievement



Draw your life as you want

Planning for success

To be able to succeed in your life you have to plan for it, you have to be in present moment when you are planning, you have to create the clear picture about your future.

By using your logical thinking do not use your sore past experience, substituted it with the listen learned from the past experience.

Do not use your expectation

Do not allow the anxiety from future to project to your presence, substituted it with an anticipated goal.

Be careful when you plan for your future and how you will label your plan.

If you label your plan as a **dream** your brain will understand that dream may or may not be achieved, **so** your dream is subjected to the surrounding situation to be achieved, and thus the possibility of success is reduced.

But if you label your plan as a **goal your** brain will work hard during your awake and sleep toward achieving the goal.

A goal is dependent on planning, consistency of work and positive attitude

So the possibility that this a goal will be achieved is much higher than the dream.

Key point:

Label your future plan as goal, not a dream

A goal is an intended outcome that requires action that satisfies the personal needs

Creating a goal

Creating a goal is an art and science; successful person manages different parts of their life by setting their expectations clearly and concisely as plan.

There is a different way of forming successful goal.

The a goal should be:

Possible within the personal resources, time, and cost

And should be desirable to be able to satisfy the personal need, and development it should be allowed by society and law and Should be aligning with your life value and rules

There is deferent way of classifying goals the simplest one is to divide your a goal into

- Target a goal
- Maintenance a goal

Remember that a goal management is a dynamic process so after you reach the target a goal you can shift it to be maintenance a goal and substitute it with the new a goal or chose one of the maintenance a goal to be target goal.

When you finalize your target a goal your responsibility did not finish you have to change it to maintenance goal, where you have to continuously monitor the progress of your goals by auditing it, and to keep continually improvement process.

Key point

The a goal should be: Possible within the personal resources, time, and cost Should be wanted, Should be permitted by society and law, Should be aligning with your life value and rules

To be able to reach to success in your life you have to know how to chose your goal.

Draw your future with clear color

Successful a goal require specific criteria

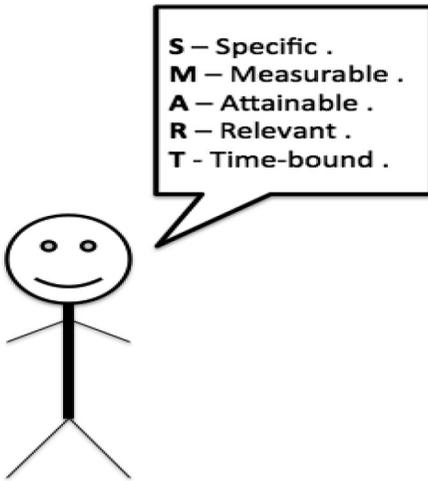
1. Write your a goal in **clear positive** statement within specific time frame.

Be sure that your a goal is something you surely want," not something wanted by your parents, partner or your manager, or leader", and not only something sounds good"

2. Define short-term and a long-term a goal (write five-year goal, one-year goal, one-month goal, one-week a goal and

one-day a goal all of them should be aligned with your life value and rules) be sure that your a goal has a high standard.

3. Keep your a goal **SMART**”



4. Write down your expected achievement and accomplishment from your short-term and the long-term goal.

The small a goal should have a value, which should reflect in the future long-term goal.

5. Draw a line of your target define your vision, realize your present situation where are you at the present time on that line and where you want to reach

6. Chose your reference and support and your collation

7. The a goal should include all the aspect of your life (family, physical, mental, financial, spiritual and social), be sure none of the goals contradict other goals.

all the short term goal
under the umbrella of
long term goal

Remember while you are achieving short-term a goal you feel excited, do not be satisfied, this should not deviate you from your target goal.

Key point

Important a goal criteria

1. *Clear positive statement within specific time frame
Write short term & long-term a goal*
2. *Write down your gain and accomplishment from
your goals*
3. *Draw a line of your target*
4. *Chose your reference and support*

How to write a goal

To be able to have a successful a goal you have to set performance a goal and not outcome a goal the a goal statement should be written in positive, realistic, precise and sit it as a priority, within the specific time frame, success requires from you organize hard work with self-discipline.

Once you achieve your a goal you have to celebrate your achievement” “nobody will appreciate your effort as you do so buy the gift from you to your self.



Ticks you can do to achieve your a goal

As it mention by Gary Ryan 2009 the rules to achieve your a goal

1. *Chose your seed*

You have to believe in your ability to reach to excellence, so you have to form high standard a goal to be able to reach to excellence in performance but if you chose an average or low standard goal, you will get average or low-quality performance.

2. *be ready and Stay committed.*

Be dedicated to your target a goal is like interring to the horse race, don't give up in the middle of the road a lot of obstacles can arise, create strategy to handle obstacles in the way toward success, have good training, usually at the end of the road you might be exhausted from stresses, and hard work, so do not give up, be sure that you keep the same stander from the beginning till th end till you reach to your target. Always remind yourself "success have special tats"

Wisdom of old people

"My grandmother use to till me. "Be like Arabic hours, they are stronger, keen and faster toward the end of the race".

3. **documentation**

If you do not write your goal, or your plan and contingency plan, you can forget, or get confused and this might precipitate your failure.

4. Identify key performance indicator

What is measure can be accomplish

5. Plan thoroughly.

A well-defined planning within specific time frame and specific budget, before you initiate the process of starting toward your goal, this will create good base for success with less obstacle and better achievement

Before you write your a goal revise the previous a goal achieved what was it is strength's, weaknesses and obstacles.

6. Ask the expert in the field

This will help you to learn from people success and failure.

Key point

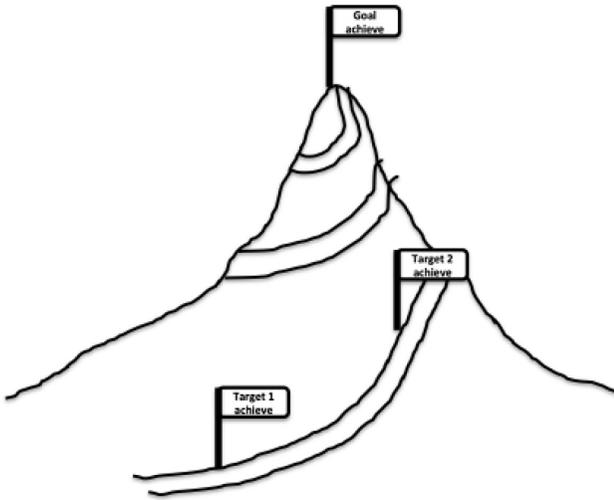
Ticks you can do to achieve your a goal

1. *Be decisive*
2. *Stay dedicated.*
3. *Write your goals.*
4. *Identify key performance indicator*
5. *Plan thoroughly.*
6. *Ask the expert in the field*

Steps to climb to the top of the mountain

To plan for a goal achievement Imagine you are going to climb to the top of the mountain (your goal), you should follow the following steps

1. Start reading about the mountain, the distance to the top of the mountain, temperature, difficulty etc.
2. Asking about the different way to reach the top of the mountain.
3. Ask the expert people in the best way to reach to the top of the mountain.
4. Ask expert about necessities and requirements need in the way to the top of the mountain.
5. Discuss brainstorm about your a goal with your best friend “trustable person, team member, partner”
6. Ask about the last time somebody takes to reach to the top of the mountain.
7. The best standard in the process reach to the top of the mountain.
8. Write contingency plan.
9. Make label on the road written on it your achievement and the remaining distance.
10. celebrate your achievement “buy gift for yourself “you are the best person can appreciate your performance this act as strong positive empowerment on you “Replace the statement “top of the mountain” with your a goal



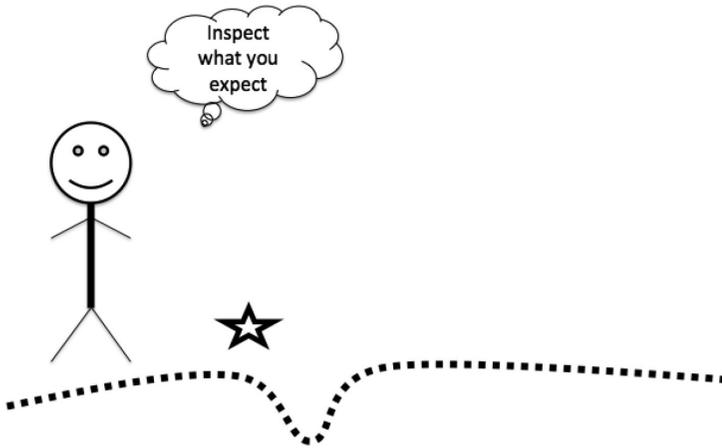
5. Involve other

Involving the other is important you gain their wisdom and knowledge, brainstorming and group discussion is much beneficial than single person opinion

Remember “clever people learn from the mistake of the other stupid people learn from their bucket”.

6. Welcome failure. We have to learn how to change failure from negative thing in our life to positive thing. This will be cover in the second part of this book

7. Inspect what you expect. If you have expectation whether good or obstacles you can see it even before it occurs, but if you do not expect any thing it will be pass un- notice



8. Maintain self-discipline. Keep yourself committed to your plan and this will magnify your chance of success.

9. Help others.

Help others to create their goal, planning for achieving their goal, will enhance your self-confidence and self-trust

Key point:

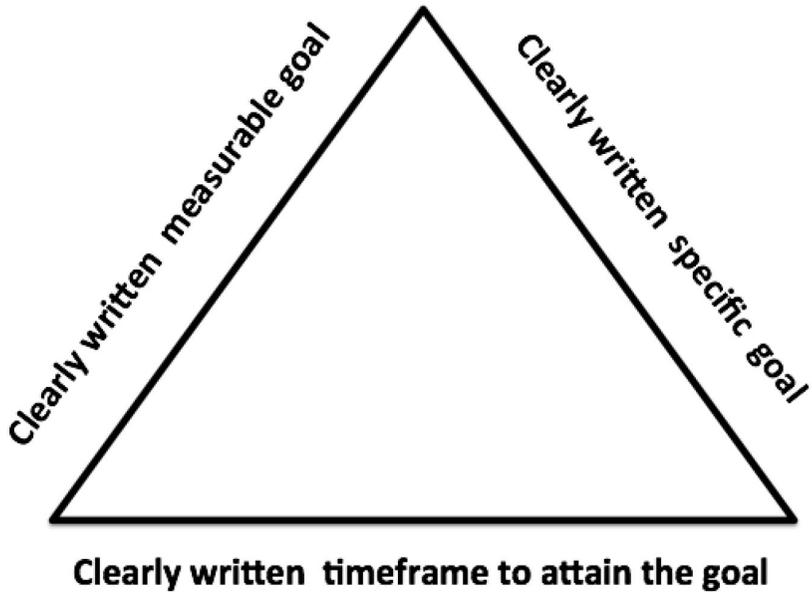
Report at the end of achievement.

- 1. name of the a goal or project.*
- 2. time to consume.*
- 3. how you overcome the difficulty.*
- 4. if the finished a goal was difficult chose easier goal.*
- 5. make plane to improve your deficits.*

In symmetry

“Do you have written goal?” If not can you write one now

A key difference between the successful and unsuccessful person is the quality of their a goal and process of planning and continues monitoring of their goal.



Chapter 5

Building Self Confidence

Point to be discussed with chapter5

- What is self-confidence?
- Self-confidence characteristic.
- Development of self-confidence.
- Steps toward the development of self-confidence.
- Factors enhance self-confidence.
- Attitude modification
- Self-training and modification
- Factors that destroy and reduce self-confidence
- What is the difference between self-efficacy and self-esteem?



Self-confidence is an attitude, which allows individuals to have positive realistic views of themselves and their situations

It means if you have self-confidence you will use your logical thinking in any situation to decide, not only self-confidence but also you have to analysis if the situation feasible, and realistic to your circumstances and resources, then this will enhance your chance of success.

Self-confidence can be seen in the way you talk, walk, and your body language.

Key point:

Self-confidence is an attitude, which allows individuals to have positive realistic views of themselves and their situations

Have realistic expectation

For example, if you start to learn swimming for the last one week and someone challenges you to enter the Competition with swimmer who has been trained for one year and he encourages you by telling you, that you are capable of doing it just believe in yourself and have some self-confidence

What will be your answer?

1. I have self-confidence and I will enter the competition
2. I cannot enter this competition it is unrealistic because I just start training and I don't want to fail.
3. I will enter this competition to learn the process of racing, even I don't expect to wean, but I think it will be a good experience.

If your answer is number 1 this is not self-confidence this is overconfidence your answer is done by your emotional thinking and if you fail, which is expected, you will be depressed because it was the unprepared failure, and your interpretation mostly will be emotional thinking too, so it will be obstacles for your achievement.

If you choose the **answer 2** you knew your limitation but you are thinking in a realistic way logical thinking, but you are equivocal and not positive in your attitude

If you choose the **answer 3** you knew your limitation but you are thinking in the realistic way you are using your logical thinking, but you have a positive attitude and have the courage to enter the experiment with realistic expectation.

Key point:

Self-confidence characteristic

1. *trust in your own ability*
2. *plan for the performance*
3. *have realistic expectation*
4. *willing to take care*
5. *content to be positive even if their expectation not meets*
6. *accepting themselves*

Usually, you do not have self-confidence in all aspect of your life, you have some area where you feel more confident than others, and to improve your self-confidence you have to work on those areas to improve them.

Development of self-confidence

If you can't trust yourself you cannot trust the others.

Building Self-confidence start, since the early of childhood, the parents will initiate it, it enhances with their love and acceptance of your weakness.

You cannot change the past and how your parent grows you up, but you can change the way you will raise up your children, you have to avoid using excessive criticism, overprotection, and discouragement.

If you are a teacher at school, or team leader it is important to implement the concept of self-worthiness

“Every person is worth wither he succeed or not”

Success makes you happy, but failure makes you strong to handle the challenge of life.

On every event you have to convey clear message to your children, that

“I love you, because of what you are and my love is not going to be affected by your performance”

If team member

“I respect you, because of what you are and my respect is not going to be affected with your result since you did your best”

You cannot choose your parent but you can choose your friend

Friendship relation is going to affect your feeling and your self-confidence so you have to be careful about choosing your friend

The Great prophet Mohammed stated clearly be careful with your friendship choice **“tell me who is your friend and I can tell you who are you”**

Factor enhance self-confidence

Success is not determined by self-confidence alone it needs to have focus a goal and self-confidence and consistency of purpose.

Key point:

External factor affecting Self-confidence

1. *you influence people self-confidence by making your respect and love depend on their worth, not in their performance*
2. *chose appropriate friend "positive, successful, honest, with high self-confidence and high ambition "because they are going to mirrored on you.*

Attitude modification

1. *master your plan*

To have a constructive attitude toward the development of self-confidence you have to focus on realistic attainable expectations and development of your own standard and value not depending on the approval of others.

2. *Target success, but accepting failure*

Do Not link your self-worthiness to your success, success makes you happy, and failure should make you strong, but you are worthy person whether you succeed or not

3. *Brighten your way*

Think positively and fight negative thought

4. Prepare your solder

Knowledge increases your self-confidence, read updated information and prepare yourself.

5. *Rename you're the events in your life*

Accept failure, as it is challenging process in the way of success

6. *If you work hard do not worry*

Emphasize on your effort, not on the end products, and this will act as positive encouragement tool.

Self-training and modification

1. Some ticks in your appearance can enhance self-confidence: like dressing sharp, walking quickly, adjusting your posture with lifting up your shoulder and straighten your back while walking and presenting in meeting, sitting in the front row in meeting and lecture, do not hesitate to speak up in confident way “even if you make mistake it is chance to learn”.
2. Train yourself in reviewing weekly your strong point and your weak point, but plan to the emphasis on your strong point and create corrective plan to strengthen your weak point.
3. label your achievement and success, either you label it in paper and hang it in the mirror and talk about it with your team close friend and family member.

4. If you have a presentation, rehearse your speech in front of the mirror in loud voice.
5. Label things your gratitude for it, make this your daily exercise, and this will enhance self-confidence “thank the lord for his gift for you “.
6. Don't be involved with the gossips about the other people, at the opposite find things to compliment the other people, focus more on the contribution you are making at home or at work.

Destructive tool of self-confidence

1. People who have low self-confidence mostly they think in a negative way either in their self or in the people surrounding them, they magnification on negative and minimization on positive thought.
2. they are used to using negative world like I can't or I don't know, which will reduce their ability in performing and reduce their self-confidence.
3. they are so meticulous and concentrated more in should statement, which would reduce their self-confidence.

Quran Saied “Do not say about anything I should do this tomorrow you should Saied I will try to do it tomorrow if the gad well”

4. Overconfidence is much destructive as low confidence in your plan toward success.

Key point:

Factors that destroys self-confidence

1. *Negative thinking in yourself and in you're surrounding,*
2. *using negative world*
3. *concentrated more in should statement using negative language*
4. *Don't be overconfidence*

Illuminate the image

You have to differentiate between self-efficacy and self-esteem

Self-esteem plays an important role in self-development where self-efficacy plays an important role in developing you as a leader.

Self-efficacy related to how much you are competent in mastering certain skills and achieving a goal compared to your peer.

Self-esteem is the term used to evaluate your own worth it is your own attitude and judgment toward yourself.

Self-confidence in relationship

- It is essential to developing strong self-confidence, so you will have the ability to inspire confidence in your partner and this will raise the level of relationship to the highest standard.
- Do not be over confident; overconfidence considering being poisonous for any relationship.

How to handle separation in relationship

- If relationship end up with separation this will temporary reduce the self-confidence, do not worry.

The grieving process is a natural response as the healing process, it is depending on the magnitude of the problem, which can extend up to three months, and this can be accompanied by temporarily loss of self-confidence.

- By recognizing that you are in the grieving process you will start to move toward the recovery, don't give up you have a lot good things should be done in your life, life will not end when we miss a person

In summary

- *Self-confidence is a feeling or belief in your powers and abilities, which are directly, impact on your personality and self-image.*
- *Enhancing self-confidence is not easy, but it is approachable and it is the most empowering tool to improve your success, keep the commitment to yourself and to the other.*
- *Do not make your self-confidence dependent on your success alone; you should build self-confidence in strong foundation like believing in God*
- *Increase your belief in yourself “you are capable of performing what you are believing in”*

Chapter 6

Thought management

Point to be discussed with chapter6

- Steps to manage your thought
- Positive Attitude and Thought management
- Attitude definition
- Steps to eliminate negative thought
- Build positive attitude and behavior

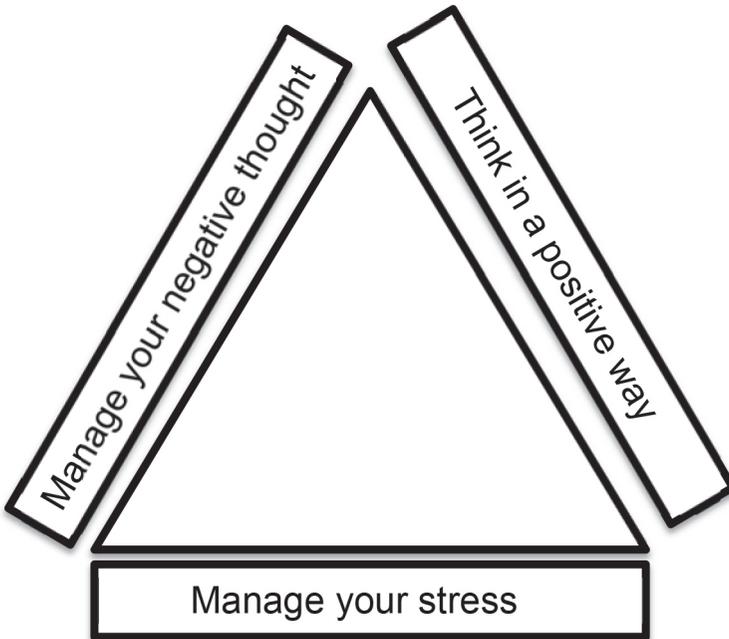
Enjoy the present moment

To be able to exist in the present moment you have to manage your thought, you have to have all the three triangle side this requires three steps

1st step you have to manage your negative thought

2nd step you have to think in a positive way

3rd step you have to manage your stress



In this chapter we are going to work together to guide you to manage your thought, to identify your negative thought and erase it, and magnify your positive thought.

Together we are going to work your steps toward your presence, which will mirror in whole your life.

Key point:

Thought management requires removing the negative thought, think in a positive way and remove stress from our lives.

Pain your life with glooming color

Positive Attitude and Thought management

Attitude is defined as A settled way of thinking or feeling about something.

Your attitude is shaped by your ego, your past learned experience wither positive or negative

Ego plays important role in shaping your attitude and personality.

Ego is the false image about yourself shaped, and influenced by your surrounding people.

Past learned experience can influence your attitude, which can be gain from your past experience or taught to you by parents or teacher or religious body, it can be destructive or constructive.

Ego hardly existing in the know, it mostly lives in the past or future, it gains it's power from, the past frustration or from future anxiety due to worry and expectation.

Ego nourished itself from-judgment wither from self-judgment or judgment of the others.

Judgment is destructive behavior in a deferent way.

When you start the process of self-judgment, it will be followed by self-blame and self-punishment and this will reduce self-confidence and lead to self-destruction

When you judge the other you forget about your mistake and you label the people as right and wrong and this will lead to intellectual projection of your deficiency, and weaknesses on the judged person and this will affect your personality, you present your self as rode aggressive person

Projecting your weakness on the others will not allow you to correct your weakness and defects and you will carry on without corrective action.

Negative thinking increases and feed itself from the ego, which facilitates the destructive process of self-confidence,

To be more positive realistic in your attitude and behavior, you have to reduce the effect of ego in your personality, and this will make you live the moments, which will lead to positive thinking, and increase the enjoyment and happiness.

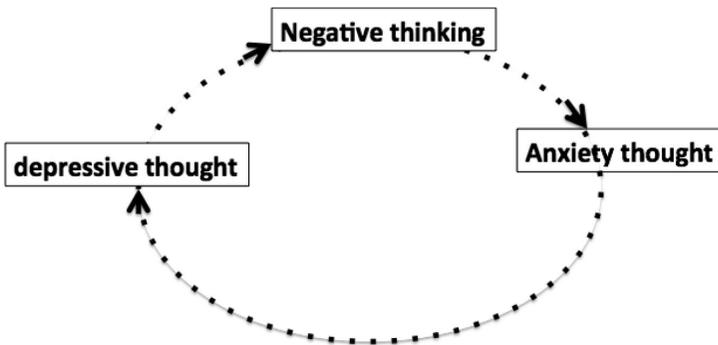
Key point:

Negative thought feed itself from ego, negative destructive belief and from judgment

Inspire your self

Do not expect the change to be easy

To develop positive attitude you need to develop a strong sense of balance between stress management and thought management “you have to bridge from negative thinking toward enhancing the positive thought.



Control your voice

To be able to control your inner voice you have to start with identifying the type of your thought if you are thinking in the positive way you have to enrich your thinking, but if you are thinking in a negative way, you have to manage your negative thought, then replacing it with the positive one.

Step one clears the road

“Get rid of the negative thought”

Compulsive negative thinking is actually an addiction

Is characterized by an inability to stop the thinking, it seems stronger than you, it also gives you a false sense of pleasure, the pleasure that invariably turns into pain.

To be able to eliminate your negative thought

The first essential step is to identify yourself when you are thinking in a negative way, the negative thought can have many forms like low self-esteem, criticizing yourself, self-judgment, doubt your ability in performance and expect failure well damage your self-confidence.

Then you should manage your negative thought accordingly

Key point:

*Low self-esteem, self-criticism, self-judgment, and expect failure will enrich **Negative thought.***

Steps to eliminate negative thought

1. Rationalize your thought

Listen to your inner voice, once you identify that you are thinking in a negative way that means you are using your emotional thinking.

Observe your negative thought, or write them in stress diary, look for every thought you write as if it is somebody else thought, then think about it in logical, rationalize way, analyze it, see if there is evidence supporting the thought **“rationalize your thought”**

“Reinforce the positive thought”

Substitute the negative thought with positive thought

Alternative way to rationalize your negative thought is to:

Imagine that you are your best friend

Imagine your best friend talk to you taken your opinion about his thought, think outside the box think in objective analytic way criticize the thought is it positive or negative, link it to cause then write corrective plan and corrective action

Thought poisons

Self-blame is major cause of negative thought

So you have to create strategy to stop self-blame, you have to admit that you make mistake admission will increase self-confidence so you are not hidden anything, then try to analyze the mistake in an objective way, once you finished you have to write a list of lessons learned from mistake

Agreeing with other people opinion even if you don't want to

Your emotional brain during the dialog with the people is controlled by high level of anxiety from the future, but what if I do not agree with **what will happen** I might lose my job, people respect or financially supported my life in the house will be miserable

To overcome your emotional thinking give your self some time before you answer any request

You have to Create strategy to stop the projection of the future to your present moment

First, you have to stop immediate answer to any request in your life, take your time to think, answer in a polite way **“give me time to think if I can fit this request in my agenda**

Or to said

Give me time to think if I can do this job within the appropriate time

You have to believe if you accept any assignment then it is your choice and is your challenge.

Sometime we will be in the middle of situation where you cannot refuse

Remember that life is full of difficulties you should label them as **life challenges**, the challenge is a positive word, which will stimulate your brain to think in a positive way, it is one of the strongest word for self-motivation, which can change, but need effort and hard working and self-discipline.

Remember that life is dynamic.

No situation stays forever, neither good one nor a bad one, if this will be considered as strong positive enforcement, even in the middle of the crisis.

Key point:

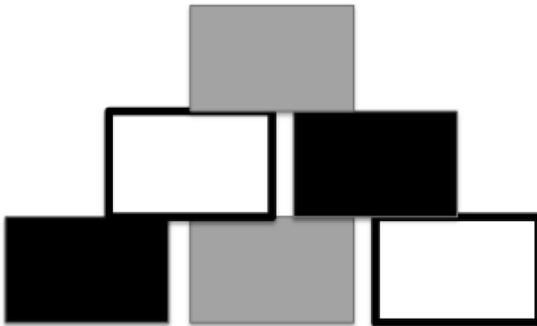
Steps to eliminate negative thought

1. *Rationalize your thought*
2. *Imagine that you are your best friend*
3. *stop self-blame*
4. *stop inappropriate yes*
5. *Challenge your problem*
6. *Life is dynamic*

Start the foundation after you clean the road

Basis of your positive thinking

1. *Build positive attitude and behavior*



Remember your life is the product of your choice

It is your choice to sleep in your bed, or to sleep at your desk trying to finish unfinished job, it is your choice to manage every small issue in your life, by using your emotional thinking or logical thinking, to solve your problem whether at home with your partner, with your children, or at work, or with your neighbor or with your parents and friends.

So to decide whether you do it or not, what to do, when to do it and how to do it.

2. *Centralize your time management around your priority and values.*

It is your choice to decide how to react and interact with your surrounding wither at home or at work

Reflection on conflict with other can be done by aggressive way or with quiet logical way by analyzing the situation see all the cons and prone then answer, do not fall victim to your emotion use your logical thinking

Do not surrender to the failure you have the choice to name it as **challenges** toward success or to name it as a **failure**, and this will reflect on how you continue your performance in any project in your life.

It is your choice to choose either to manage your time with prioritizing your work or to do it haphazardly.

Choose to focus your responsiveness on what you can do and what you will accomplish.

3. *use Positive language*

Build the habit of using positive language, and avoiding negative language.

By Saying I want and I choose.

4. *Surround your self with positive people*

Surround yourself with people who have a positive inspiration in your life, people who speak the truth and support you.

5. *Help other people* surrounding you to achieve success and happiness.

6. *Invest in yourself*

Create self-development performing, by attending lecture and courses.

- **Create positive, realistic expectations and take action**, your expectations not other people expectation; your expectation should be aligned with your belief and resources.
- **Move from your comfort zone** and initiate your action.
- **Focus your responsiveness on what you can control**, your thoughts, actions, behavior, emotional state, and your daily actions and activities.
- **Taking ownership and responsibility for your own life** look for new useful opportunity
- **Positive thinking is situational** it is related to rational thinking, and useful opportunity.

When you are thinking in a positive way your subconscious mind will continue day and night, planning and continuously creating the way to improve your situation and distinguish between valid and invalid idea.

The more you will continuously talk about your idea in a motivated way; they are more prone to accomplishment.

- **Your ability to be positive in your life depends on your thinking “you will find what you are thinking about”**
- **Smiling** is strong positive action it can affect you and affect people around you, people used to mirror each other action, so when you smile the people around you will mirror you and they will feel happy, with time you will see them smiling and happy and you will start to mirror them. Great profit

Mohammad Saied “smile to the other will give you big reward with god”

- **Gratitude** considers being one of the most powerful tools to motivate your positive thought. The thing about simple things you are grateful to god, you are alive, you can see you can walk, the more you are gratitude the more you will feel happy and positive in your thinking lord Saied in Quran “if you think me I will give you more “.

Building strong foundation at work

Ticks to be constructive positive at work.

- **Have positive appearance**, with positive self-confidence appearance in the way you sit, wake and talk.
- **Rehearse your successful** incidence in your life, admire your success with your colleague this will act as positive tool for yourself and for the others
- **Surround yourself with positive people.**
- **Don't repeat talking about your mistakes** as events if you have to talk about it as listen to learn from the mistake.
- **Enforce your self-trust** by creating strategy to enhance self-confidence
- **Believe in your ability.**

Key point:

Ticks to be positive constructive at home with your family

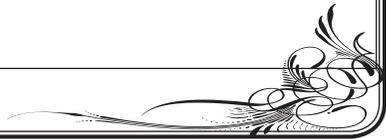
- *Associate yourself with those who think positively.*
- *Try to live the moments, forget about the past, and future*
- *Find someone to share with you "friends or colleges".*
- *Motivate yourself.*
- *Be gratitude*
- *Avoid self-blame*

Chapter 7

Manage your stresses

Point to be discussed with chapter7

- Manage your stresses
- Dealing with acute stress
- Strategy to prevent the internal stress
- Decision-making process
- Causes of external stress
- Chronic stress manifestation
- Strategic Steps to preventing acute stress
- Strategy to reduce acute stress
- Strategy to Prevent chronic stress



Manage your stresses

Dealing with stress

Dealing with stresses in your life considers being the key for thought management.

Stress in your life is situational, it is multifactorial reasons if you couldn't handle your daily stresses, it will accumulate with time being chronic stress with all it is squealed, on your physical and mental health, and on the way you interact with your surrounding

Stress is a nature's process of self-response to unintended reaction or events.

Stress which originate from within you is called "endogenous stress" but the one which result of external factors called "exogenous stress"

Key point:

Stress in your life is situational, it is multifactorial reasons, if you did not manage acute stress, and it will be changed to chronic stress.

Endogenous stress management

You have to train your inner selves and improve the way you respond to your emotions. First, you have to realize that you are under stress then you have to exclude external factors and to find the exogenous causes for stress if not visible, that means you are suffering from endogenous stress you have to admit that every person has limitation to what he can do, and to what he can deal with.

To deal with endogenous stress you should create strategy to eliminate your negative thinking and to think in the positive way, remembering the lord, he only has the full potential power to change any situation, so pray for the hem. Meditation and exercise will reduce endogenous stress

Changing some diet habit take piece of black chocolate every morning can improve your mode, play with small children they are big sources of enjoyment.

If the stress not manageable, you have to seek advice from your best friend, or you have to seek advice from the psychiatrist.

If you are suffering from exogenous stress with visible causes try to eliminate it if it beyond your control try to live with it remember nothing to stay forever.

Face the monster you create

Monster does not exist in reality so you have to be able to manage acute stress

The different stressful situation can be handled by different people in a different way, it depends on them, how they perceive the stressful situation, did they use the logical thinking or emotional thinking in perceiving, analyzing and reacting to the stress.

If stress is not managed appropriately, it can manifest itself in different forms like irritation, low mode, anxiety and or aggression, you have to create the strategy to handle stress.

Strategy to handle acute stress

To be able to manage a stressful situation, initially you have to recognize that you are under stress, and this done by identifying stress symptom; you have to train yourself to deal with the stressful situation in a constructive way.

Key point:

The most important step in stress management is recognition "recognize that you are under stress"

Usually, when you face the acute stressful situation you will use the reflex from your memory, your brain is searching in your memory about the similar situation, which you have or you heard about it, then you are getting the reflex memory effect.

Immediately it can be present in the form of fight and flight or freeze if the problem does not solve, by this reaction your emotional thinking start to act, and because you knew that your emotional thinking can misinterpret the situation, you have to start to control it by recognize if you are using your emotional thinking, then to slow down your emotional thinking and having a pause and to give time for your logical thinking to act, to be activated you have to draw yourself back from the situation, either physically changing the place or, within your brain stop thinking in an emotional way, and start thinking in prospective rational way, and create plan for action.

Remember all your life is a situational incidence; stress is situational, so nothing will last forever, if you suffer from stress try to smile, once you smile happiness will slipping from your lips to your heart and will be reflected on the people, "happiness is contiguous".

While you are creating the strategy to handle stresses, you have to remember that you cannot control the other people way's of thinking, and you cannot control the circumstances, but you can control the way you think and the way you interpret the events and circumstances.

Key point:

Stress is situational, and nothing will last forever

Tame your monster

How you will react to stress.

During stressful situation, you can act actively, or proactive or Passively.

Passive reaction should not be part of your usual plan, because it can lead to self-destructive and can affecting you negatively, and can lead to reducing your self-confidence and your self-trust

Remember in the middle of the dark cave, there is an exit, since you enter the cave there has to be a way to leave it, you cannot see the exit from inside in the middle of the dark, think wisely think in your logical brain, lighten your way by trust in the lord.

Then you will be surprised about how numerous way you can exit the cave if you don't find a way out, scream for help

The cave is your stressful situation, since you, inter to this situation there has to be an exit, don't think when you are irritable, pause then think in a logical way if you are

too stressed, do not take decisions, change your situation physically or mentally.

Wash your face and hand this will cool you up by take a deep breath and expire slowly for ten times, then you start to think in a logical way, if the situation is very critical you can ask for help from your superior at work or from your friend at home.

Stress can be either internal stress or external stress

Prevention better than treatment

Prevent acute the acute stress

Acute stress occurs during any new responsibility, or project in your life whither at home or at work, stress can intensify by multifactor like.

- * Choosing the wrong goal, which is not suitable to you.
- * Starting without appropriate planning.
- * Starting in the wrong place or wrong time, you have to identify where are you in the way for your goal; for sure you have some achievement done “do not start from zero point”
- * Do not repeat what you did this will drag you for frustration.
 - * Do not wait until the last minute, prepare yourself and manage your time appropriately.

- * Stress can be related to the way in which you perceive the situation “**emotional or logical**”

- * Different people have a different perception of the same situation according to their belief and understanding.

If you perceive your situation and interpret the events in the logical thinking this will reduce your stress, but if you receive it in your emotional thinking, your stress will be exaggerated

- * Stress inflated when you have to take the critical decision in your life “marriage, divorce, changing the work, choosing the university, having the baby, etc.

- * You have to train yourself in how to take a decision

Take a decision is not the cause of your stress, but it is the consequences, which cause of your stress, so to take

- * Decision you have to go through the process of the decision-making.

- * Stress can cause by not accept difficult life situation like death, separation.

- * Stress will be unrushed by unrealistic expectations. You will have fixed to believe in how it is supposed to be and if a thing is not going to happen in the way you are imagining this will increase the anxiety and your stress, so better to reduce the stress level to have realistic expectation.

- * Poor Diet, Lack of Exercise or Insufficient Sleep will increase your stress

- * Dealing with problems & responsibilities is increased your stress.

- * To be able to reduce the level of your stress you have to differentiate between your responsibility and the others responsibility.

If you are overloaded with other people responsibility these will increase your stress level and you will not be able to manage either your problem or others, but what you can do you can help them and support them till they solve there problem

- * Time Management consider to being of the most important factors in preventing stress
- * Do not stress yourself in problem outside the circle of your influence.
- * Perfectionism or expecting failure great
Proverb “do not be soft otherwise you will be squeeze nor hard otherwise you will be broken be in the middle”
- * Fear of loss of respect due to religious rules, or law, fear of public speaking or claustrophobia.

Holding all the thread in your hand

Decision-making process

Start by labeling your target imagine your best friend coming to ask your opinion regarding this target you have initially to ask him to give you some time to be able to answer him in an appropriate way, then you collect all the information related to the decision, write each choice, and write it is consequences. Stop emotional thinking.

And remember it is your choice not the others, you have to accept that life is dynamic and nothing will stay forever.

Key point:

Strategy to prevent the internal stress

1. prepare well for any project in your life
2. be careful how you will perceive any situation in your life.
3. monitor your critical decision.
4. Allowing grieving time to accept difficult life situation.
5. chose a realistic expectations
6. controle the issue to deal with problems & responsibilities outside the circle of your influence
7. controle your diet, your Exercise or Insufficient Sleep
8. Manage your time appropriately

Fight the invader “manage the external stress”

External stress can occur as result of any situation outside your control like other people react with you.

Any situation at work likes “conflict at the Workplace, or unhealthy work environment’s”.

Stress caused by the environment, like high sound or hot, or cold weather.

Chronic stress

Persistent stressed for a long period of time, without creating the strategy to handle stress, this will lead to physical and psychological unwanted changes.

Chronic stress can result in hormonal effect, which can lead, to immunosuppressive effect and to depressive and anxiety effect.

Dealing with chronic stress start by identifying yourself, stop any blame “without self-judgment without self-blame and without blaming the other, or blaming the circumstances”

Chronic stress manifestation

You have to recognize if you develop any symptom of chronic stress like psychosomatic symptom and psychological symptom.

Psychosomatic symptom

Chronic depression can present itself with wide range of symptom, starting with constantly feeling tired, epigastric pain, muscles tightness, migraine, dry mouth, increase urinary frequency, loss of weight or weight gain or can extend itself to the more serious complication like increased heartbeat, heart attack, heart angina, high blood pressure, death

Psychological symptom

Feeling unhappy, fatigue, anxiety, Short-tempered, lacking a sense of happiness, and easily crying, unable to face work or friends, or extend to more serious complication, like an exaggeration of any small problem, insomnia, Depression, paranoid ideas.

Affected person with chronic stress can present to the hospital with different health problem, or it can be reflected in reducing libido, or be affecting your sexual desire and sexual performance, sometime it will pass un-notice and affect your mental health leading to, interfering with your ability of judgment, and your memory, make it difficult to concentrate.

Strategic Steps to preventing stress

To be able to manage your chronic stress it has to be initiated with stress prevention.

To prevent stress accumulation, you have to start by thinking in present moment using your logical thinking rather than

emotional thinking, you have to continuously manage your time appropriately, you have to be realistic in your expectation, recognize a potential problem, admit in your limitation, you should be assertive in your approach to your problem, take care of responsibility at the circle of your influence, if you cannot handle stress alone, you have to seek appropriate help early, and should talk about stressful situations with your best friend.

Strategy to reduce acute stress, work in your body and mind

Take Deep Breathe take several deep breaths” deep inspiration slow expiration “to slow down your heart rate and reduce your anxiety.

Relax your muscles - stretch your neck, stand or sit up straight, get some of the tension out of your body.

Make the change - step back from what you’re doing and/ or what’s stressing you; a few seconds can bring a lot of perspectives. Go outside the situation either physically or mentally “leave the room, if you can’t then you can try to change the subject of discussion”

Remember truth have more than one correct interpretation give space for other people opinion and idea **Smile** - nothing relieves the tension in your body, or your mind, like a little humor.

Music listening to your favorite will relieve your tension

Strategy to Prevent chronic stress

Acute stress if not managed it will accumulate and start to be accepted as normal, normalization of stress will lead to chronic stress, which is self-destruction and confidence destruction.

Once you realize that you are under stress, you have to start to manage your chronic stress

Chronic stress managing strategy

1. Write chronic stress in stress diary divide the solution according to causes
2. Chronic emotional stress often arises from your own expectations and perceptions of the world, of other people and of you.
3. accept that you need to change get rid of any excuses and rationalization.

1. Write chronic stress in stress diary divide the solution according to causes

1. Your own perceptions and attitudes to the problem
2. The circumstances and setting for the problem
3. Other people involved in the problem find the reason then writ deferent solution to each problem.

2. Chronic emotional stress often arises within you.

The emotional cause can arise from your way of understanding of the situation from reaction and interaction with the people surrounding you, from learning concept taught to you by parents, school, teacher, and religious people whose ideas and behavior can lead to self-destruction and accumulation of stress.

Change start from within you to get rid of stress

Accept that management of chronic stress is going to take time and insistence on the change is a very important factor.

To reduce the level of anxiety you have to learn technique to reduce your stresses like

Relaxation technique “meditation,

Talking to your friend and consider to take their advice

To reduce stress from your self you have to admit that you have limitation in your knowledge, your capability your ability to handle stress, accept forgive your impulsive behavior

Accepting life is unfair

Time management

Is one of the most effective modality enhancing stress management, it will be cover in separate chapter

What is wrong?

If you are keeping on getting stress despite you apply all the strategy that means something wrong

Watch out for the bad destructive damaging habit, feeling of guilt and self-balm.

Self-judgment process is destructive

Using negative destructive thought like why it occurred to me why not it did not happen with the others, you should substitute it with the constructive thought like how it occurs.

In summary

To be able to reduce the stresses in your life you have first to realize that you are under stress.

Self-discipline and time management is considered to be a crucial element of effective stress management, which can be done by prioritization, delegation, and plan ahead of time to stop procrastination.

Management of acute situation is done by accepting the situation and control your emotional thinking move on and leave the past behind you, appropriate planning plan for acute situation and creating strategy to diagnose and management of chronic stress

Chapter 8

Stress management at work and Burnout syndrome

Point to be discussed with chapter 8

- Stress management at work
- Stress management steps
- Burnout syndrome
- Risk factors for burnout syndrome
- Preventive measure to reduce stresses
- Strategy to reduce stress
- Black hole theory



Don't forget your self

In life you require more and more to accomplish at your work, the same time you have more commitment toward your parent, partner, and your children if you want to be successful in your life you have to be good father or good mother good wife or good husband, good worker, to be good in all part of your life you might forget about being good to yourself, you can lose the sense of balance between all this commitment and this can lead to loss of self-enjoyment, and increase the stress level, which can affect your mind and your body.

Key point:

Don't forget yourself when you label your responsibility, satisfy your self first then satisfy the others.

Burnout syndrome

Burnout syndrome defines as persistent physical or emotional stress keeps on drained you for days or months where you reach to the breakpoint when your body or mind can no longer cope with overwhelmingly high demands.

It can affect you at any time of your life, this will lead to loss of interest in your all commitment at home and at work; you will be a trap inside yourself.

Key point:

Burnout syndrome is persistent physical or emotional stress where you can longer cope with the demand.

Are you at risk of burnout syndrome?

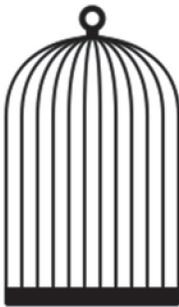
Some internal factors like the highly motivated person, committed, with high standard, hard worker, but without clear goals or with unrealistic expectation without good time management, you might be at high risk for burnout syndrome.

Other external factors as **if** the situation control beyond your capacity and your resources, **if** you are working hard with no clear promotion opportunity at work or at home “prophet king Suleiman ask the hoopoe, where you disappear all the day if you don’t tell me the truth I will punch you and your life will be miserable, king Suleiman punishment was to place the hoopoe between group who do not appreciate his value”



If the surrounding environment creating stresses like big conflict between your belief and value and what you are supposed to do and practice whether at work or at home

Burnout is not related only to all these stresses but it is related to the way you interpreted your situation,



Once you are trap in the burnout syndrome it will not be able to recover easily you need to change your attitude and your lifestyle and you might need psychiatric help and treatment, so better to prevent it than to treat it

Preventive measure to burnout syndrome

Change your lifestyle changing your habit like eating habit has the good diet with divided interval, having a good amount of sleep in comfortable clothes and comfortable bed and exercise in regular base.

Share your stresses Share your stresses and problem with the trustable person or with your best friend if you don't have friend search for friend suitable to your value and believes.

Plane your life We have to build your ability to handle life's challenges "death of relative or somebody you love, devastating disease, fear from enemy and war, financial breakdown "so you have to create strategy to handle stresses from life challenges by maximizing your chances of success or survival, and minimizing the damages and other negative consequences and create strategy to handle the failure.

Manage your emotion Emotions are essentially messages from your inner brain to your consciousness

Your emotion can be positive constructive or negative destructive

Positive emotion can improve your thinking skills, which can lead to positive thinking and positive attitude

Negative emotion can block your thinking ability because you will not be able to live in the moment you will be either hooked with depressive past which can lead you to self-destruction or with the anxious future which can lead to self- trust destruction.

Strategy to reduce stress

By practicing different approach by meditation, religion, yoga, and exercise, forgiveness, gratitude, and acceptance this will facilitate stress reduction

Key point:

Preventive measure for burnout syndrome

- 1. Change your lifestyle*
- 2. Share your stresses*
- 3. Plane your life*
- 4. Manage your emotion*

Strategies for Dealing With burnout syndrome

Once you realize that you are near the burnout syndrome

You have to apply strategy to deal with it

1. Dig deeply in the cause of your stress, accumulation of stress will be like poison to your brain and body

E.g. “if you have a big fight with your partner because you came 5 min late that mean there is a lot of hiding problem.

Maybe you are not communicating together, the problem can be financial, sexual and, or more”.

2. Solve the problem by changing the cause of your stress, either you change the situation which causing you the stress or change your response to the stress “e.g. if you keep changing your style, but never satisfy your partner he always comment and make joke about your style next time till your self I am doing this to satisfy myself and I am convinced and happy about the change, and it doesn’t matter what he will say, even you can have one step ahead of time.
3. Stop the persistent irritation, if you have somebody who is continuously irritating you, find if the cause is communication, if you don’t find a reason, you find it is his aggressive way, you have to ask hem to stop his irritation in clear statement “you irritate my in your unnecessary comment “if you cannot do this because of his power or you don’t want to have clash with him “your teacher or religious power, boss at work ” just create black hole in your mind and send hem to that black hole.

A black hole theory:

Black hole is imaginary place in your brain where it will be the last solution to demolish any irritating person “people persistent in irritating you and you have to work with them”.

If you locked any person inside it, you will not react emotionally to his words, you will have blunt emotion toward him there will be no anger, agitation, stress or hating him his voice will be like noise without affecting or disturbing to

you so when he talks you are hearing words without any emotional effect, use only logical thinking in interpretation, If they use to say word hearting you, after you put them in the black hole you will have blunt emotion toward them.

4. Changes the place physically moves from the sources of your stress, leave the room go to the washroom wash your face drink cold water.

Think in a logical way, does this situation really deserve all this conflict, if not cool down and go back to your place, if the problem big do not take decision ask the other person that you need some time to think over again

5. Reexamine your obligation, some time while you are trying to satisfy the other you forget about yourself, you should count yourself as number one when you are prioritizing your plan
6. Learn to forgive yourself and others, stop the blaming and judicial process.
7. Create a plane and manage your time appropriately “time is the most precious resources you have “long-term including the strategy of success and strategy to handle failure.
8. Have good supportive friend and accept help no one can do all the things perfect alone live full of challenges, but friend help you to handle it in an easy way

In summary

Life challenges and commitment can because acute stress if not managed in a good way to reduce stresses you can develop chronic stress, at work stress is part of acting and reacting with the people, but this should not cause burn out syndrome unless keeps on drained you for days or months where you reach to the breakpoint when your body or mind can no longer cope with overwhelmingly high demands

To reduce the burnout syndrome you have to Organize, prioritize, delegate effectively, and plan ahead of time, teach yourself to love yourself, trust in yourself and your capability, trust in other people till proven otherwise. Think in a positive way but don't cheat yourself, you deserve freedom so work to get it and don't give up.

Chapter 9

The power of motivation

Point to be discussed with chapter9

- Factors affecting self-motivation
- Self-motivation is specific situational
- Rule affecting self-motivation
- 1.Create your a goal
- 2.Be the example to the other
- 3.Move the wheel by yourself
- 4.Plan for your success and prepare for failure
- 5.Create a backup plan
- 6. Prioritize your work
- 7.Have good time management skill
- 8.Think about winning
- 9. Declare your intent
- 10.Use your talent and hidden gifts
- 11.Rehearse your winning situation
- 12.relation with the other people



Self-Motivation

Define as your internal ability to satisfy your need, your expectation, or your a goal without being influenced to do so by another person.

If you are motivated person this will not affect your life and your performance only, but also it will be reflected in the people at your circle of influence.

The negative thought of inability to perform, feeling of loss, and more is due to loss of self-motivation.

Self-motivation is situational

Do not search about self-motivation by asking other people.

Self-motivation different between people, so what motivate you won't be necessary motivate the others.

Self-motivation is situational, so what motivated you now will not be able to motivate you after 5 years or even after one year, or a the different situation.

Self-motivation dependent mainly in two important factors your need and your desire, how much is your need is strong and vital to your survival wither emotional or financial it will motivate you.

How much your desire is how much you feel that by performing specific things will satisfy your need.

Rule affecting self-motivation

Feed your emotion

To motivate your self you need to stimulate your emotional thinking because it is strong, persistent hard working, till reach to it is a target, it will continue to stimulate you.

And to reach to Excellency you need to use your logical thinking to organize your work and take the correct steps toward success and Excellency.

The emotional brain seeks for felling strong, pioneer, leader, and like, winning show up.

Logical brain seeks for good relationship with the other, like success by creating good logical goal, like to start and initiate the event rather than waiting for it, prepare for success but prepare for failure, do not like to leave you for chance so it will create back up plan, like to use the time properly so he will be discipline and master skills of prioritization and time management.

1. Create your a goal

SMART a goal in positive, realistic statement

2. Be the example to the other

When you act as an example for your children, friends and colleges this will keep you motivated all the time and trying to keep the standard.

3. Move the wheel by yourself

Don't wait for the other to initiate the action, you should start first and the other will follow you, creating a new target in your life, the more your target exclusive and new the more you will be motivated.

Change your habit and attitude from being reactive to being proactive to yourself and to your surrounding.

4. Plan for your success and prepare for failure

Accepting failure different completely from expecting failure

Accepting failure is back up plan, knowing failure can occur in small percent even if you prepare fully for success, and this will prevent frustration and negative thought.

When expecting failure this is negative feeling will reflect in your ability to perform.

When you create a clear goal, with clear time management line, your way for success will be faster, when you start any project in your life there should be a plane, the plan should include contingency plan if the failure happens.

5. Create a backup plan

Backup plan will keep you motivated so whenever there is an obstacle you can shift to the back up plan to continue your performance till you reach to your target.

6. Prioritize your work

Put the first thing first use the important urgent schedule.

	Urgent	Not Urgent
Important	I Manage crisis Medical emergencies Pressing problem Dead line-driven projects Last minute preparation for scheduled activities	II FOCUS Preparation /planning Prevention Values clarification Relation –building True recreation/relaxation
Not Important	III AVOID Interruption, some calls Some mail & reports Many pressing Many popular activity	IV AVOID Trivia , busywork Junk mail Time waster TV show

7. Have good time management skill

Will explain more in this book

8. Think about winning

When you think and label yourself as a winner you believe in your self, this will reflect on the others people believe in you, and everything around you will move to support you.

9. Declare your intent

You have to declare your intention for the people you are communicating with them do not assume that they understand you 50% chance that they misinterpret your intention, the more you are clear about your intention, the more you will be motivated.

10. Use your talent and hidden gifts

You have talent and gifts nobody knew about it except you, search deeply inside yourself till you get it, label it and use it consider to be one of strongest self-motivation process

11. Rehearse your winning situation

Rehearsal of the winning situation, create strong motivational tool.

12. relation with the other people

When you have good relationship with other people, helping them to sit their goal, and succeed in achievement, do not be engaged with criticizing the other, and Gossips against the others, and defense other if they are not present all this will work as positive empowerment for selfempowerment.

Key point:

Factors influence self-motivation

1. *Create your a goal*
2. *Be example to the other*
3. *Initiate the action by yourself don't wait for the others*
4. *Create back up plan*
5. *Prioritize your work*
6. *Have good time management skills*
7. *Think as winner*
8. *Declare your intent*
9. *Use your talents and hidden gifts*
10. *Rehearse your winning situation*
11. *Relation with the other people*

In Summary

To be able to have self-motivation you have to create clear SMART a goal in positive statement, start simple, but think big, move from your comfort zone create well structure plan and focus in performing appropriate to the schedule when you finish your work evaluate your performance, and write improvement plan.

Chapter 10

Steps toward success

Point to be discussed with chapter10

- Label your future plan
- The goal criteria
- Thinking modality
- Put plan to changing the external factors.
- Do not threaten your success
- Definition of Self-discipline
- Self-discipline pillar
- Keep on learning curve



Pillar of success

To reach to success you have to work on essential aspects. Labeling your future plan, keep on you learning curve self-discipline and creating strategy to handle failure

Key point:

Steps toward success

1. *Label your future plan*
2. *The a goal criteria*
3. *Thinking modality*
4. *Put plan to changing the external factors.*
5. *Focus in your surrounding*
6. *Self discipline*
7. *Do not threaten your success*
8. *Keep on learning curve*

Label your future plan

You have to label your future plan as a goal and not a dream.

The goal is something that you can set and achieve because you have full control of them; it is managed by your logical thinking.

The dream is wishes for something to happen, but it is affected by external circumstances so you cannot guarantee that it will happen, emotional thinking will control it.

If you label your future plan as a goal, this is going to improve your chance of success, and it will act as positive defensive mechanism if a failure occurs, but if you label it as a dream the chance of success will be less.

So the dream is a statement of your wish if you wanted it to happen, you have to change it to goal, and you have to write it in a positive realistic statement with good planning suiting your resources.

Key point:

Label your future plan as a goal not a dream

The a goal criteria

Target a goal

To increase the chance of your success, your a goal should be written in positive, realistic statement, to satisfy your logical brain

Your target a goal should be big and challenging, big a goal will act to motivate your emotional brain to work harder, emotional

brain like admiring, complementary, prizing and fantasy and this will satisfy it to continuously be active

You should start by one or maximum two target goal; too many goals will disband your effort and reduce your chance of success.

Key point:

A goal should be written in positive, realistic statement

Planning

Appropriate planning including the contingency plan is enhancing the chance of your success, while you are planning you have to label the entire possible barrier and plane strategy to overcome the barrier; planning and preparation consider the most important factor for success, so take your time during planning.

Monitoring

Monitoring the progress in achieving your goal, by creating written scale measuring your progress, so you can observe if there is any delay in the schedule or any deviation from the plan, which will necessitate correction plan.

Celebration

Celebrate your success and give yourself a gift, because nobody can appreciate your effort as you do.

By celebration, this will give satisfaction to your emotional brain.



Thinking modality

You enhance the chance of your success by thinking in a logical way.

Pointing to yourself and your contribution to solving any problem.

Put plan to changing the external factors.

Focus in your surrounding

Focusing on the people effect on your journey of success. Life challenges require support and stimulation from the people surrounding you.

For example, if you fail on any examination if you use the emotional thinking you would justify your failure due to the difficult exam, or you were not feeling good, or the temperature was too high or too low in the exam room, or there was too much noise in the room.

But if you use logical thinking you would say the exam was difficult but I was not ready, or I did not cover all the material I am supposed to do better preparation for the exam, I didn't sleep well the night before the exam, and the sitting of the exam room was not comfortable, room temperature was hot or cold but I didn't think it would affect much the outcome.

Do not threaten your success

There is some poisoning concept can threaten your success like

1. One of the important factors of continuity of success is to continue doing the cause of your success, what happens some time you start the change prematurely so this can lead to failure.
2. Overconfidence is threatened for your success.
3. Anxiety from the future is threatened your success.

4. Depression and living in the past is threatened your success

Self discipline

To continue on the process of success you have to keep self-discipline.

Self-discipline is reflected positively on increase self-respect and improves your attitude, self-esteem and self-image.

Self-discipline is increasing your ability to make yourself do what you should do when you should do it whether you feel like it or not “**commit yourself to your a goal and plan**”.

To be able to develop self-discipline you have to develop a habit of performing, to do the same thing again and again for 21 days will be implemented in your brain so it will become a habit.

Self-discipline pillar

1. Time management considers an essential factor in self-discipline, work hard during working hours rest well during resting hours and enjoy your life all the time.
2. Write your a goal for life then the one-year goal, one-month goal, and one-week goal. Commit yourself to your a goal insists on keeping your performance standard.
3. Write your daily plan through
 - The doing list
 - The undoing list

4. Move from your comfort zone, from the situation of quae and start the work, nobody could motivate you except yourself.
5. Take care of your mental and physical health.
6. Continuous learning process

“Increase your learning curve”

Key point:

Self-discipline is increasing your ability to make yourself do what you should do when you should do it whether you feel like it or not

Keep on learning curve

Adults learn what they want to learn if they are learning under pressure or to pass exam what is learn under stress will be forgotten early.

1. learn to fill full your a goal to improve your future.

You have o improve your knowledge regarding your goal, and this done by reading books and evidence base articles and by asking the expert people in the same field

2. Appreciate yourself no one can appreciate your performance as you do.

Sometime we dig deep in our weakness, and deficiency more than your strength and good point

You should be careful from over-confidence, but you should be careful from under confidence, if you do not know your strong point, level of excellency in your work you will not accept people admiring your work and you will think they pretend in their action and this will lead to self-confidence destruction.

3. focus in the area in your life, which needs development, so you have to create plans for it is an improvement.
4. create your own personal learning agenda.

No one need improvement in all the part of their life, even in specific part you have some knowledge, so do not start from the scratch inspect for the level of your knowledge and start from that level on the ward, this will accelerating your process of learning.

5. Self-directed learning is self-improvement process, by which you decide what you want to learn.

Chapter 11

Strategy to handle failure

Point to be discussed with chapter11

- Definition Failure
- Strategy for prevention of failure
- Grieving process for failure
- Things to be avoided during the process of healing
- Strategy to deal with failure



Failure is non-fulfillment of target and a goal

The best way to handle failure is to prevent it, and remind yourself you are in charge of your own feelings and action then is more realistic in look beyond the problem to solutions.

Strategy for prevention of failure

1. Prepare yourself, read well and ask expert people, chose the right a goal and target suitable to you.
2. Work in team “group” talk to your beer and your group.
3. When you finish any project write your conclusion whether you succeed or fail, and it will be the lesson to learn.
4. Monitoring and implementation of corrective action.

Failure should be seen as a step toward success, it could be an opportunity to develop yourself and your skills to deal with problem solving.

You should be prepared at the beginning of any project that if the failure occurs you should write Strategy to deal with failure.

If you handle the failure as catastrophe and disaster affecting you and affecting the other people, that means you are using your emotional thinking and this will make you enter to negative thought, away from reproduction.

But if you think in logical way you should accept that failure can occur at any stage of your life and failure is considered to

be a challenge to motivate you to overcome the failure and to continue your way toward winning

Understand the obstacles are there to challenge you, so you have to be strong and you have to see the bright side of your challenge, don't expect change to be easy, but believe in yourself that you can do it.

Grieving process for failure

If you fail your emotional brain is going in the grieving process, this process is dependent on how much is severe the failure and how much it affects your life and this reflects on the length of the grieving process.

The grieving process is a normal healing process, it depends on the severity of failure and on it is a consequence.

You have to deal with failure in constructive way **“failure is part of learning curve through which you develop experience”**

Success and failure is considered to be different side for the same coin, so to motivate yourself after failure you need to satisfy your logical and emotional brain, your logical brain will be satisfied by knowing that failure is process of learning and if you fail this time you will pass the next time, but emotional brain need to give him more self-esteem and self-satisfaction, so this can be done by rehearsal of past successful experience in front of yourself and in front of other, so once you have started new project you have to celebrate partial success before you reach to the full success.

Things to be avoided during the process of healing

1. Avoid judgment
2. Self-punishment
3. Feeling of guilt
4. If the depression and feeling of lost persist, then you have to seek psychiatric advice.

Strategies For Dealing With Failure

Albert Einstein state

“Anyone who has never made a mistake has never tried anything new.”

1. Stop reflecting on the failure as bad experience and substitute it with the concept of challenge, situational unsuccessful, opportunity to learn and improve.
2. Treat the unsuccessful situation as learning chance through which you will find what is the factor leading to this end product?

What can be done to avoid the same result?

What can be done to get the better different result”?

“Lesson to learn”

3. Planning

Create full plan involve the aspect of the project will reduce the incidence and increase the chance for success

4. Enhance Self-motivation and self-trust

Label your a goal as performance a goal, not outcome a goal

Use positive statement

Use self-trust statement

5. Explore the hidden cause

In recurrent failure find out the cause of the failure keep in mind that you might not choose the right project, or you might not choose the right method of application.

Key point:

The Strategy to manage failure.

1. *Stop reflecting on the failure.*
2. *Treat the unsuccessful situation as learning chance.*
3. *Create full plane.*
4. *Enhance Self-motivation and self-trust.*
5. *Explore the hidden cause*

Chapter 12

Leadership

Point to be discussed with chapter12

- Definition of leadership
- Elements of leadership
- Leadership power
- Leader using negative power
- Leader using positive power
- Leadership style
- **Identified your surrounding “society”**
- 1. Knowing the people around you
- 2. Sensing the need of the people surrounding you
- 3. Showing interest with the people around you
- 4. Respect the diversity
- **Manage your surrounding “society”**
- Influence
- Conflict management
- Changing process
- Communication
- Conflict management:
- Team capabilities



Chinese proverbs

“If you want one year of prosperity, grow grain.

If you want 10 years of prosperity, grow trees.

If you want 100 years of prosperity, grow people.

Leadership is defined as “**Leadership is a process whereby an individual influence a group of individuals to achieve a common goal**” by Northouse (2007),

You might ask yourself

Why I have to read this part of the book if I am not working or assign as manager?

The answer to this you are responsible person about leading yourself to success and leading your family, influence your surrounding, prophet Mohammad said all of you is leader and all of you will be asked about your follower, women at home, she will be asked by the lord about did she takes care of her family member in a good way, and man will be asked about his family and his follower and any responsible person will be asked about his follower”

This will make us think twice before we decide how to manage our team whether at home or at work.

Leadership skill will enhance your capability to influence your communication with your surrounding.

A leader defines as any person who has the capability to influences group of individuals within an organization, and helps them to find their goals, and to write their mission and

vision and guide them to achieve their vision and, allowing them to be effective in organization

A leader might be assigned or merge leader.

The most precious resources in any organization is people, as leader you have to invest on them, motivate them, help them to achieve self-satisfaction and become strong assets for organization, they are the strongest organization stone,

Through the people, you can reach to your target with the best quality and shorter period of time.

To be a good leader you have to be able to manage yourself before you manage your team.

Key point:

To be good leader you have to be able to manage yourself before you manage your team

By reading the first part of the book you are able to manage yourself in the second part of the book you will be orient toward team manage.

The team leader can inspire the team to finalize their mission and vision statement.

As Successful leader, you should have the ability to manage and develop your self and to manage and develop your team

Elements of leadership

Self-development start by understanding yourself, you should be careful how you will label yourself since this step is going to enforce a self development, self-motivation, self- trust and thinking in a positive way and working in the elimination of stress.

Team development skills

Start by building your team, and to know how to motivate them, and clear their road, remove all the obstacles, and solve the conflict and problem between the team members.

Working in enhances the boundary between the team member, by enhancing the trust and communication in the group.

The ineffective leader is the one who fails to inspire their team to produce the desired product.

The unethical leader is the one who fails to differentiate between right and wrong.

The effective leader has the ability to inspire his team to create and reach to their vision.

You might have some born leadership skills, do not depend on it completely; you need to enhance and train yourself in a more skilled way to be the more effective leader.

Leadership power

Leader should have the power to inspire their follower either at home or at work

Leadership power is coming either from a managerial position, which can be positive or negative power.

The power of law coercive power like “threat and punishment” and reward power both power are positional power, which can reflect negatively on the team.

At the obesities successful leader who is using the positive power, and referent power they are more effective and more powerful.

Key point:

Positive power is more effective and more influence power in leadership.

Leader using negative power

- A leader who uses the negative power, they are interested in their own agenda with their own way without paying attention to what the team wants, and what the team could achieve in their own way.
- They always seeking for perfection, which will never be reached, Perfection will increase the level of stress between the team members.

- Negative power is managed by emotional thinking.

Leader using positive power

- The leader who uses the power of knowledge and experience, they are seeking for practicing excellence, which can be achieved.
- Positive power is reducing the amount of stress in the group.
- The logical brain manages positive power.

As manager, you can build your leadership skills to be able to motivate and empower your team “follower” to reach to their future plan and vision, listens to them actively, and solve their problem and deals with conflict, and enhance trust in the organization.

The relationship between leader and team member is mutual, the team member will influence the leader and leader will empower the team member.

To be successful Leader you have to fulfill the triangle of success is a combination of leadership skills, supportive team members, and good circumstances.

Key point:

The relationship between leader and team member is mutual, the team member will influence the leader and leader will empower the team member.

Know your surrounding “society”

You develop your social awareness by knowing the people around you knowing how they are thinking, understanding their emotion, why they react in the way they did, enhancing the trust between you and your surrounding by have dialogue between your logical thinking and their, logical thinking.

As a leader your capability to enhance trust in organization consider being one of the most effective skills.

Create a sense of belonging in the organization.

As a leader, you should enhance certain personality character and ability in the flower to activate their leadership skills.

Knowing the people around you

As leader to reach to your team trust do not promise anything you cannot deliver, enhancing the trust in organization

Acknowledge people who have good performance, do not steal their performance and make it to yourself

Encourage the people to comment and have open discussion and feedback, specify the target and a goal of the team and organization

Leader if they fail will blame them-self not their team

Seek to understand the other than to be understood, trust in the people's capability and perform.

Sensing the need of the people surrounding you

Since the people need to be able to involve them in delegation and planning of improvement.

Knowing the people knowledge skills and their capability to be able to give them responsibility suitable to their capability.

Have a regular meeting with the people request their feedback on the plan to develop the organization.

Monitor the progress in the organization and involving the people by giving them small project and responsibility to challenges there personal and team skills.

Showing interest with the people around you

Showing interest in the people surrounding you by observing their feeling and body language

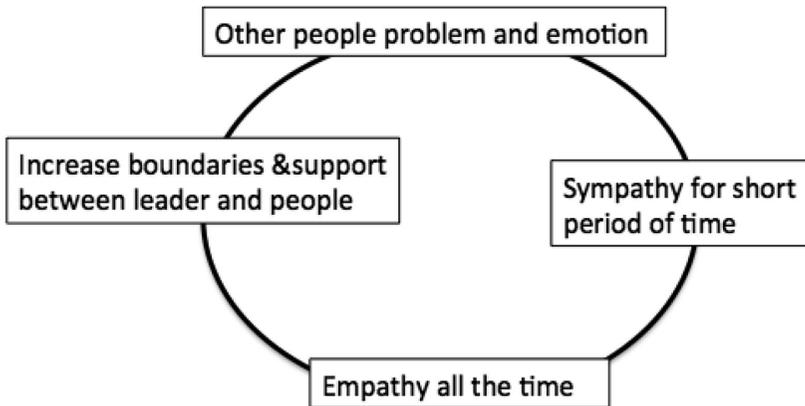
Helping the other by understanding their feeling and their thought

Be empathic, not sympathetic

Empathic is understood the other people feeling and show them that you are interested with their feeling without being involved emotionally with them.

Sympathy is understand the others feeling and involve emotionally with them.

Once one of your team members have problem the first normal reaction is to be sympatric with them, then you have to leave this situation to be empathic, thin you have to use your team management skills by increase your boundaries and support, and using your logical thinking to be able to help hem in handling their problem, by planning and support.



Respect the diversity

Welcome new ideas this will create an environment of courage and participation.

Accept the other people opinion and contradicting ideas and look for it as challenge and chance of improvement.

If you find the idea not promising answer in a polite way till the person it is a good idea, and I am happy with your participation, but the circumstances know not suitable for it, but I will keep it in development agenda for the appropriate time to be apply

Key point:

1. *Knowing your surrounding.*
2. *Sensing the need of the people surrounding you.*
3. *showing interest with the people around you.*
4. *respect the diversity.*

Manage your surrounding “society”

You have to develop social skills, which will make you capable of management of your surrounding

Influence

Use complex strategies like indirect influence, negotiation, and persuasion to build consensus and support

Conflict management

Managing the problem in the organization.

Changing process

Move from the station of quo initiate the movement toward the productivity

Communication

Listens actively to be able to understand how to deliver the message in the appropriate way and seek for feedback

Conflict management

Handling difficult situation encourages open discussion, and think in win-win situation

Team capabilities

Building team capability starting from choosing how to chose the team to motivate the team and encourage the productivity of the team.

Key point:

Social skills.

1. *influince.*
2. *conflict management.*
3. *challenging process.*
4. *leadership.*
5. *communication.*
6. *team capability.*

Poisons destroying trust in organization

1. Not telling the truth, or leaving a false impression, by hidden some crucial information, with time people lose trust in you and loss of trust in the organization.
2. Discrimination in the attitude of respect “respecting only the people who you will get benefit from them”

3. Manipulating the concept of right and wrong.
4. Make a vague commitment for the team will lead to frustration.

Leadership style

Leadership skills can be learned, to be an effective leader you have to use the appropriate leadership style in the appropriate situation.

Blake Mouton Managerial Grid

Different leadership style is used in different situation; successful leader can make the appropriate choice

Team leader has high concern for the people and high concern for production and this style is used most of the time.

It is the best style to be used with your children you should give high attention for your kids need at the same time you should concentrate on their production in school and in the society.

Produce leader has high concern for production and less concern for the team member, this style can be used when you have a short period of time to finish your project, you have to be more concern in the product, most of the parents use this style on their children before the exam.

Country club when you have high concern for people and low concern for product you can use this style when you have

enough time to finish the job or the job meant to be done to get the support of the team member to the leader

Impoverished you do not use this style because it neither serves the team member nor the production this style is” loser style”

Middle of the road style can use all the type in highly changing project

Chapter 13

Communication cycle

Point to be discussed with chapter13

- Definition of communication.
- To understand yourself.
- Understand your surrounding
- Barrier of communication
- How to break bad news
- Failure of communication



Communication is defined as the impacting or exchange of thoughts, opinions, or information, knowledge or feeling by speech, writing, or signs.

To have an effective communication you have to have effective strategy for communication between you and your team, you should speak the same language, to be able verbal and intentional meaning and you have mutual relation with trust, and have feedback to show how much they understand from your communications.

Effective communication start with sending a message to the other to be received, understand then to give feedback.

Different people have a different background so they will formulate understand what you said by their intention, not by your intention that is why communication training consider being one of the most effective tools for success in life and in team management.

Key point:

Communication is the exchange of thoughts, opinions, or information, knowledge or feeling by speech, writing, or signs.

Before you send a message you have **to understand yourself, surrounding circumstances, and your receiver**

Understand yourself

To understand yourself you have to answer the following question

What do you want to relay in this message?

Is your message said in a clear way?

Your answer should include

You have to plan your message before you start communicating, take your time think appropriately and prepare your message as simple as you can, consider your receiver circumstances, how they would prefer to receive the message and to make it in a positive realistic statement.

To understand your surrounding

The next question to understand your surrounding

What is the best way of relaying the message?

Is face-to-face better or verbal, the non-verbal or electronic message is better?

This will depends on the criticality of the message, and how much emotional content in it, the need to clarify your message.

The next question to understand your receiver

Do you know your receiver?

Are you talking to the right person?

Are you talking in the right time?

Are you talking at the right circumstances?

How will he feel when he receives the message?

The more you knew about someone, the more effective you can be in communicating with him/her

If your message about advising the other person

- Declare your intention

Prepare an opening statement that your intention which is you do not want to humiliate or criticize him you want to give advice because you care about your receiver, and you wish them success then give your advice in a precise clear statement.

- Advice preferably to be face to face takes care of your body language, so the receiver will understand from your voice tone and body language your intention.
- Advice should be delivered in private place and not in front of the other unless it is bulk advice for the entire team then generalize it and do not specify any name.
- Ask for feedback by a statement like do you get it or do you understand what I mean.
- The closing statement is important like if you have any question or any query please feel free to ask, or you can contact me on the telephone or email.

-Give instruction to the other person

- Prepare an opening statement that your intention is to give instruction about a new policy or new rule wither at home or at work.

- You can send to the group as email or text message if it related to project adjustment and involve many people, or in-group meeting or joining with your family member
- Ask for feedback by evaluation form or questionnaire
- -The closing statement is important like if you have any question or any query please feel free to contact number or email.

Key point:

To send a clear message, prepare opening statement, craft your message in a clear way ask for feedback and, have a closing statement.

-How to break bad news

Give an opening statement like I have unpleasant news do you want to -receive it alone or you need somebody to be with you

- Unethical to send it by e-mail or message it should be face to face, or at least by telephone if there is no other way.
- You should choose the appropriate place to communicate the bad news
- Ask for feedback do you understand the news
- The closing statement is important like if you have any question or any query please feel free to contact number or email.

Barrier of communication

There are many factors can reduce effective communication, like the language barrier, cultural background, inappropriate time, place, and body language, and voice tone.

Failure of communication

If you fail to communicate your message clearly this might lead to frustration and loss of engagement of the people and this will be reflected in your leadership power negatively, and this will act as an obstacle to get your target.

Loss of team engagement considers being one of the most critical factors, which can act negatively in the team performance.

Factor enhancing the communication

1. Body language plays an important part in successful communication, you have to watch out the way you talk, walk, sit and dress.

Control the pitch of your voice consider to be one of the most important factors wither in face to face or by telephone to improve the pitch of your voice, do smiling and control your inner negative thinking.

By smiling, this will soften your voice even when you speech by telephone,

Walk straight and fast steps will reflect in your self-confidence, sitting straight are reflected in your confidence.

2. Keep it simple and straightforward. KISS and use the positive word rather than negative.
3. Use active and empathic listening.
4. Think about the other people needs, plans, and communication.

Feedback

Feedback is considered essential to close the loop of communication. You should watch the verbal and nonverbal body language.

Identify positive and negative body language for the confidence level, agreement level, aggression and loss of interest level.

Create logarithm for communication, for example, using ISBAR by “Aldrich R, Duggan A, Lane K, Nai K, Hill KN (2009) Hunter New England Health”

I – Introduction Who you are, your role, where you are and why you are communicating

S – Situation What is happening at the moment?

B – Background What are the issues that led up to this situation?

A – Assessment What do you believe the problem is?

R – Recommendation What should be done to correct this situation.

Summary

Effective Communication considers to be one of the most effective factors in success, the circle of communication is started by crafting effective message through effective modality to be received by the appropriate receiver.

Chapter 14

Skill number one

Communicating with your surrounding

Point to be discussed with chapter14

- Communicating with your surrounding
- Developing and improving your personality as leader
- Understanding the personality of others in your world
- Communicating for the first time with the other
- Golden communication rule
- Communicating with different people personality
- Explain your opinion to the people surround you



To be able to communicate with your surrounding, you have to understand your personality, and the personality of the people surrounding you, the way they think act and react.

Your personality and the other people personality is the behavior reflecting the net result of reaction between the emotional thinking and the logical thinking and the experience you gain from your life or the belief you have been taught from your teacher, parent and religious people

People will anticipate your reaction from their experience with you.

Key point:

Your personality is the net result of interaction between your logical and emotional thinking.

Developing and improving your personality as leader

To be able to develop your personality you have to enhance your logical thinking and control your emotional thinking, and manage it you have to communicate effectively with the people surrounding you, whether at home or at the work to achieve Excellency.

Understanding the personality of others in your world

To be able to understand the people surrounding you, it is very important to develop your self as a person and as a leader.

By understanding the others, you have to know them, knew their strong point, knew and accept their limitation

You should have a realistic expectation about their capability and about their reaction and interaction with you, and this will enhance the chance of success and reduce your frustration.

You have to understand as a leader that each member in your team is different from the other; each one has his strong and weak skills, so as leader you have to help them to magnify their strong point and improve their weak point.

You cannot change the other people completely; you have to accept their limitation with an open mind so you can work with them effectively.

When you communicate with the people there is different way of communication

Communicate with both of you using emotional thinking, when both of you angry, in this way communication will be highly emotional and could involve a lot of attack and counter attacks, this type of communication mostly ineffective.

Communication with both side using logical thinking, this will be highly effective communication with the productive outcome.

Communication with one of you using logical thinking and the other using emotional thinking, this way conversation will not be so helpful, but partially managed.

Communicating for the first time with the other

When you see the person for the first time it will not be easy to develop correct impression to be able to communicate with them.

First impression

Do not take the first impression because it is based on emotional thinking, take your time and think in logical thinking to be able to have a good realistic impression about the people, logical brain look for evidence and then draw up conclusions where emotional brain draw up conclusions then look for evidence to support them.

Assumption

Do not make assumptions about others.

Opinion

Do not make your opinion depending on other people statement and experience, or base on imagination.

Evaluation of others

- Do not evaluate the other depending on your own standard, different people have different standard remember that there is no 100% right or 100% wrong in life.

Initiation of communication

- During communication for the first time do not wait for the other people to initiate the communication with you.

You have to initiate it by yourself, mostly they will accept and welcoming communication, but don't be upset if they refuse to respond.

Watch out your expectation

- Since you do not know them, you have to have realistic expectation, do not be excited and do not overreact, but treat them cautiously and nicely,
- People different from each other do not expect that they all will like you and be your friend, few will like you without reason other few will dislike you without reason and most of them will be balanced like something about you and dislike other things.
- You have to believe that different people have a different mindset and different way of understanding, nobody is perfect, prophet Muhammad said give excuses for the people and if fail to do so then there is something wrong with your way of thinking.

Golden communication rule

- You have to choose the right person and right time, right place and right topic to be discussed when you are communicating with others.

You have to choose the right person to assume you are at home and you don't want your kids to watch specific movies because you read report about aggressive movie and how it

will be reflected on your children interpretation and reaction with other

You have to chose the right person, despite you have to explain to your partner, but the main target should be your kids, you have to choose the right time, do not use time where they will be engaged in other things like shopping or visiting family or friend you should discuss it at the right place like home or at any quiet place, with the least interruption where will be enough time to discuss with them and convince them about your opinion

- Declare your attention do not move around the topic state your target in clear statement do not distract your attention and the other people attention.
- You should choose the appropriate way do not give this instruction by telephone, when you give instruction face to face you will get a better result.
- Watch your body language while communicating with the other.
- You have to know that you are dealing with different people personality.

Communicating with different people personality

You have to know that you are dealing with different people personality.

Most of the people have normal personality, but some of them they have abnormal personality, they are not sick, but they have a different personality, remember you cannot change

the other people personality unless they want to change it by themselves, you have to treat them with respect and dignity.

Do accept them as they are and try to communicate with them through logical thinking.

Some people treat people as a tool to reach into their target, they only see the advantage to use you for their purpose, they do not care about your situation, emotion or what you want those people you have to know how to communicate with, either you accept them or leave them.

Dealing with abnormal personality

Those people you can see them at any place, at home at work, Do not personalize their action with you, their mind is designed to think in selfish way they are not caring about you, they do not hurt you, for them you are not exciting unless you are fit in their agenda or they can get benefit of you.

By communicating with this type of personality, you have to be assertive, avoid confrontation, declare that everyone is responsible regarding his attitude and action, you cannot change them unless they want to change, because they see them self as right, If you cannot tolerate them either you leave them, or send them to the black spot.

Other mindset see them self all the time as victim for the people and circumstance surrounding them, they either sad, crying all the time, or using passive aggression “silence and refused to communicate”

By communicating with this type of personality, you have to declare to them clearly nobody like weak people you are having the choice, not to surrender.

If they are using the passive aggression you have to declare your opinion clearly without hesitation, say no in a good way; declare that everyone is responsible for his attitude and action.

Explain your opinion to the people surround you

When you communicate with the people around you, either you passive, assertive or aggressive in your communication.

Passive communication is surrendering completely to the surrounding people, following their opinion, and if comment only agree on what they Saied, passive communication neither beneficial for you or for the other

The assertive way you explained in calm careful words without expressing emotion in your word or the tone of your voice, this will stimulate the logical thinking in the person in front of you.

Aggressive way, aggression can be either with attacking the people in the world or in the voice tone, or body language, which will be reflected in the other people and they will reflect in you in an aggressive way, both of you using emotional thinking.

In summary

Identify the way you are thinking about yourself and about the other consider to be one of the most important factors to improving your personality as leader,

Monitor yourself you should explore the amount of change and improvement and positive attitude you are implementing in your surrounding, watch out you negative effect and create plan to correct it

Don't be frustrated there is some people will dislike you no matter what you will do.

Remember there are some people with the different mindset so you have to handle them in a different way.

Chapter15

Skill number two

Body Language

Point to be discussed with chapter15

- Body language.
- Facial expression.
- Body direction.
- Open body language.
- Closed body language.
- Depressive body language.
- Fear, anxiety and nervousness body language.
- Aggressive body language.
- Distance with the people's.
- Sign of engagement between the leader & follower.
- Sign of disengagement between the leader & follower.
- Responding to dominant body language



Body language considers one of the important skills of leadership through which you can identify the internal dialog of the people around you.

Body language:

It is cluster of sign and behavior reflecting your internal dialog, your attitude, and your emotion

It shows in the way you walk, talk sits and in your voice tone.

Different part of your body can reflect your internal dialog much stronger than talking.

Facial expression

Eyes contact can show

Emotion can be shown in the eye like fear, love, passions anxiety and more.

Do not stair to the people eyes two people can star to your eyes, **“the lover and the heater “**.

At work, if you are looking to the people during communication you should start by looking to the pupil then to the forehead.

At social gathering during communication, you should start by looking to the pupil than to the lower part of the mouth.

Laying people they are avoiding looking directly into your eyes.

Nostrils

Flaring of the nostrils can occur during fear and anger

Mouth

- Happiness is infectious, once you smile, happiness will sweep from your mouth to your heart, so with time you will be happy, and happiness is infectious it will spread to your surrounding.
- People will cover their mouth if they afraid, sad, frustrated, or depressed

Body direction

Straighten your back and lifting your shoulder back enhance your self-confidence, as well it will reflect on how the other see you competent with good self-confidence.

Where people will lower their shoulder when they are sad and depressed

Turn the body away from you could be due to sadness, hidden something, laying

Open body language it indicates that the person ready to communicate.

Keep your hand to the side with your arms open, nodding with your head and say like uha, uha, Om, Om yes, yes

Keep your voice low tone and pitch, and warm it with your smile.

Keep your speech slow and clear.

Reflect back engage with the discussion

The closed body language

Language indicates that the person is not ready to communicate.

Close arm crossed in front of a body not smiling, frowning the front head, across your body, and moving the body away from you, looking down or away.

Depressive body language

Avoiding eyes contact and looking down, with some tears

Keeping hand on chin or on the face, trembling lip, and flat speech tone and drooping of your body will give negative impression of fear and depression

Fear, anxiety and nervousness body language

Fear occurs when basic needs are threatened.

It can be shown in the face like pale face, dry mouth, and lips.

Varying speech tone, and voice tremors.

If they clenched there hands, or arms, or gasping and holding breathe.

Aggressive body language

Start by the invasion of an intimate zone, using dominant body language put your hand on your hip, inflate your chest, Squeeze your hand when shaking your hand.

Distance with the people's

- When you communicate with the people keep distance

Social zone should be within 3.6 m

Friend can get closer, friendship zone within 1.2m

Intimate zone within 45 cm

As leader, you have to detect if your follower engaged or disengaged with you.

Sign of engagement between the leader and follower

1. listen actively stop any distraction like close your mobile or stop any interference, have eye to eye contact have attentive listening
2. be patient when the other person talking it will never stay forever
3. Watch your body language do not have close body language when you are listening

Sign of disengagement between the leader and follower

1. starting in the ceiling
2. Looking down or to the mobile
3. Drawing on a paper.
4. Not engaging with the group or respond in with one word like ok, and ok without emotion.

As leader you have to identify if your follower have close body language, once you recognize that, you have to work hard to engage your flower, you can change what you say or how you say it to help the other person become more receptive to what you are saying, you can use attractive language with some joke once the people laughing they will feel more relax and more receptive.

Responding to dominant body language

Some people showing dominant body language like.

Speaking with load voice with high voice tone.

Inflating the chest, with keeping the arm at the hip, or occupying the social zone.

You have to build strategy to respond to dominant body language as **stated by Bohns, V. K. et al (July 2011)**

Do not submit to the other people dominance, you have to fight for your right.

You can fight dominance with dominance, but be careful with aggressive people.

Out-stare them (a trick here is to look at the bridge of their nose, not their eyes).

When they do a power handshake, grab their elbow and step to the side.

When they butt into your speech, speed up, talk more loudly and say 'let me finish!'

Ask them why they are using dominant body language.

In summary

Body language considered to be one of strongest tool in communication as leader you have to observe your body language with your follower, and at the same time you should observe the team body language to achieve good outcome.

Chapter 16

Skill number three

Listening skills

Point to be discussed with chapter16

- Listening skills
- Active listening criteria
- Poor listening habit
- Critical listening skills
- Empathic Listening



If you want to be a good leader at home or at work you have to build your listening skills, one of the major cause of conflict in the team is the loss of listening skills.

By being a good listener you are going to enhance trust, enhance learning and increase credibility, support and reduce conflict and disengagement.

Good listening skills can lead to better productivity, harmony between the member and Excellency in performing your job.

There is deferent kind of listening we will cover the part, which more related to leadership skills.

Listening deferent from hearing.

Hearing perceives sound by detecting vibrations by your ear.

Listening is the ability to understand, feel by your heart, and interpreted by your brain and translate it into front line action.

We remember only 25-50 % of what we hear.

Active listening

As leader, you have to listen actively to your team because this will be impacted on their trust and belonging to you and to the organization

Active listening criteria

Active listening is done by paying attention by looking to the speakers and observing their body language without interruption.

You have to listen to speaker verbal and nonverbal language aiming for understanding

Respect the speaker and their ideas, but be honest in your response, do not use hazy language

Be concentrating at your listening by encouraging body language like nodding, smiling, saying yah, and use open body language

Feedback and comment from time to time by paraphrasing and summarize the speaker talk “you mean that ---”

Poor listening habit

Poor listening behavior and sign is going to reduce your communication and make frustration to the speaker

By using emotional thinking you will focus on the person, his appearance not on the content.

Thinking about how you will show the speaker weakness and deficiency, and concentrated on the small unimportant point or asking too many questions about the detail.

Showing loss of interest by avoiding looking to the speaker and keeping yourself busy, either playing with your pen, mobile or drawing in a piece of paper.

Selective listening you hear to what you want to hear, stuck with your own idea, attending with pre-prepared agenda.

Critical listening skills

When you are listening to the critical topic to do decision which will reflect on you financially or emotionally or socially situation you have to listen critically.

Logical thinking will search the evidence then reach conclusion.

Use your logical thinking to understand the other people intention, circumstances and the context and hidden agenda by asking propping question, searching the evidence “how, what, why, when where and who”. Without using leading question.

Why do people not listen?

People do not listen either because they are busy with their agenda, or because there is a defect in speaker.

People who are using the emotional thinking prefer to talk to explain their need and to win and to achieve their target, they are thinking about them-self searching for their gain and their win without being concern about the others.

People who are not listening they are busy preparing to keep rehearsing for their turn to talk because they have pre occupied ideas.

Speaker defect some time people do not listen because the speech is not interesting e.g. “using pouring, difficult complex language, or inappropriate language, or not using supported language or speaking in flat tone without feeling.

Empathic Listening

Empathic listening is going beyond active listening.

Empathic listening is using a combination of both logical and emotional thinking, it is a structured listening and questioning technique, which helps you develop and enhance relationships through a stronger understanding of what is being conveyed both intellectually and emotionally.

Empathic listening helps you, win the trust of team members and help you address the root cause of problems rather than be superficial.

Chapter 17

Skill number four

How to build a leader power

Point to be discussed with chapter17

- How to build a leader power
- Positive leader power
- 1. Lead by example
- 2. Expert power
- 3. Charismatic power
- Leader power “the carrot and stick”
- Positive power “the carrot”
- Successful leader



As a leader you have to have the power to influence your follower and your team to listen to you.

Leader, power allows you to implement your plan, so you enhance the team achievement as a leader.

You can get your power from many sources, some of them was positive the other is negative

Positive leader power

Lead by example

To be able to inspire your team whether at home or at work you have to be, honest, brave, trustable person who do what they said and said what they do

Your team will say if he can do it then we can do it.

We heard and see a lot of example of that great leader

Gandhi is one of the great leaders who inspire the Indian nation.

At the level of school how many of us get this feeling and sensation of being inspired and motivated by discipline teacher.

If you are Leader who gives an order without following it you will lose the trust and interest of your team member, and the organization will lose effective people, so they will do their work as routine without trying to achieve Excellency.

What about a father whose tilling his son about danger and consequences of smoking, while he is smoking mostly his sun would rise up to be a smoker.

What about the physician who asks you to control your weight and he is morbidly obese inside your heart you would say if it is so easy why he is not doing it by himself he will fail to convince you.

There is a study was done on a mother who practices reading at home they found that their children more capable to be successful in high education and their parent will not be suffering to convince them to study and read, “mother lead by example”.

Leader as an example can influence you in positive or negative effect.

Expert power

If you gain experience and knowledge and high education, and you keep yourself updated in the new knowledge, your team will trust you, respect you and follow your advice and they will consider you as a reference for them.

You can enhance the picture of an expert by celebrating your success and your achievement, be sure that your team knew your education and improvement plan.

Create improvement plan for all the team including yourself; discuss the future plan with your team. Have a good vision and inspire your team with good vision.

Admire your team performance and acknowledge your team member performance “people like to replay in the same way you treat them”

As expert, if you see a member in your team promising and trying to improve hem self you have to appreciate hem because if you allow the change to pass un notify and un attend this might lead to frustration and loss of engagement.

3.charismatic power

People like to follow a charismatic leader, but their power will not be as strong as expert power, and to lead an example.

Negative leader power “the carrot and stick”

Carrot and stick reward and punishment an old modality of leadership power, it can be physical or psychological.

1. Leader can use the negative power “stick”

Negative power has any forms, like punishment, threat, restricted information, not appreciating the team performance prevent the skilled team member from performing by restricted their responsibility, and reinforce the feeling of guilt.

The power of reward, money, and position is a different form of reward “carrot”.

Corrosive power will make your team obeying your order as long as you are present, but when you are not around they will not follow it

2. positive power “the carrot”

Study show reward will give beak of increase in performance follow by decrease or plateau in the performance since your emotional brain will refuse to motivate next time till the reward is bigger and this gives negative effect rather than positive one, so the expert advice to avoid to use this form of power.

In the modern leadership approach, we have limited rule for the stick.

Successful leader

Is the person who develops the group and encourages them? It is based on the principle that people are doing their best and if they are failing then it means they need more support, guidance, and development.

Logical brain is constructive and needs a reward in form of appreciation for their achievement where emotional brain needs the reward in form money, position, and power.

To increase your chance of success in new project you have to create written agenda, in this agenda you have to write clearly what is the new things to be taught to the group, remember flowchart demonstration drawing increases the chance of success, personalize your statement use the name of team member, involve, motivate, encourage the team member to participate in writing the mission and vision and in the future plan of the team.

Chapter 18

Skill number five

Team building skills

Point to be discussed with chapter18

1. Team building skills
2. How to choose your team
3. The benefit of team
4. Leader role in training the team member
5. Belbin Team Roles
6. Team improvement program



Team definition is a group of people serving specific target with specific time chosen from all the layer of organization to monitor control and guarantees the success of the project, their capacity exceeding the capacity of the single person.

Team is not group of people working together

As stated by Katzenbach, J.R. & Smith, D.K. (1993).

A team is a small number of people with complementary skills who are committed to a common purpose, performance goals, and approach for which they are mutually accountable.

“Not finance. Not strategy. Not technology. It is teamwork that remains the ultimate competitive advantage, both because it is so powerful and so rare” by Patrick Lancing *The Five Dysfunctions of a Team* (2002)

So a team is a group of people together they form a unit aiming to achieve Excellency, but if you separate them you might or you might not get success.

Each member has outstanding skills, but cannot be perfect in everything so the team member completing each other like a puzzle picture cannot be complete unless all pieces join together.

As leader, you have to appreciate the benefit of team

1. The team is more superior to single person performance in implementing a project's “specifics target” because the group has a higher capability to creating a solution,

brainstorming, competition and capable of continuity of work.

At home, you should function as the team for example laundry issue is an important target if one person takes the responsibility about all the family laundry and he gets sick, that means you have to send your laundry to external laundry.

If you are functioning as team, there should be a contingency plan so if anything went wrong another team member should be able to substitute the absent person and job should not be stopped, and this how the team is working, work together substitute each other to guarantee the continuity of work

2. Team success not accidental events it is the product of the hard-working team, lead by the good leader, who chooses the right team member and supports them and guides them till they succeed.
3. Since the team coming from a different background with different level of education, communication and conflict resolution skills so many skills are mandatory to be developed and taught to the team by their leader.

Leader rule in training the team member

1. The leader should train the team member how to work together communicate with each other, accept, trust and respect each other, serving the same purpose which is target accomplishment.

2. Implementing the team rules that each member in the team is important in performing, so team member should appreciate each other responsibility and the unique contribution to each other, success can be reached, by single person but excellence cannot be accomplished alone
3. The team member should participate in creating the team rule and regulation, and policy and this will increase their commitment to the role **“if they create the rules most likely they are going to follow it ”**, they should share common problem-solving and decision-making methodology, confidence understanding and mutual respect.
4. The team member should share the same mental image created by them.
5. In team professional boundary is overlapping so they have to train them self to respect and appreciate each other.
6. The leader should appreciate that he might face trouble with the authority when working in the team because of organization bureaucracy and fear of loss of autonomy may lead to resistance to team role in managing the organization.

Belbin Team Roles

A team is not a bunch of people with job titles, but a gathering of individuals, each of who has a responsibility, which is understood by other members. Members of a team seek out certain responsibilities and they perform most effectively in the ones that are most natural to them.

Team members should include balance of all the characteristics

The planter: have the ability to create a new way of doing the job.

The Monitor evaluators: to follow up the schedule of implementing the job.

The Coordinator: delegate the work.

The resource Investigators: to find the new source for supporting the project.

The implementers: create a strategy and back up plan.

The Completer finishers: to complete the work with high standard quality work.

The team worker: the group of people to complete the work.

The Shapers: direct the team and to finish the job on time

The Specialist: person with the knowledge and experience to direct the team

Team members are allowed to have some weaknesses and this weakness is allowed because another team member is compensating for that weakness.

Bruce Tushman in 1965 form a team development model which is any team form will go through four stages start by **team forming** choose the team member.

Then team **storming** once the team start working together, they will start developing conflict and computation where each member trying to prove his presence and to gain superiority and position

Then after some time the team will start **norming** where they begin accommodate each other, appreciate each other's responsibility and feel the importance of their presence

Then at the end **performing**, once the team reaches to the harmony the start to perform toward achieving their target

Team member rule and responsibility

1. Team mission should be documented and explained for every team member
2. Every team member should know his role and a goal
3. Team member should have good commitment and communication to each other and to the organization "belonging"
4. They should have discipline to themselves and to the team target and organization
5. Challenges in the team is healthy point, but should not be an obstacle for performing the goal of the team
6. Team celebration and strong relation should be prioritizing.

Team improvement program

The leader should set education and development program for the team member, to helping the team to set their goal, mission, and vision.

Creating written responsibility regarding each member and analysis the team member strength and weakness and work in to improve their weakness and emphasize on their strength.

By creating open environment for discussion and improvement without blame this will facilitate the strategy implementation

Auditing the team performance is the sole of the continuous success.

Chapter 19

Skill number six

Providing Support and Stimulation

Point to be discussed with chapter19

1. Providing support and stimulation.
2. Factors providing support and stimulation.
3. Agenda of the first meeting with the team.
4. Creating a goal for the team is an art and science.
5. Training and education



The leader should have planned to provide support and stimulation for their team member, so they will be capable to continue in performing to reach their target.

Factors providing support and stimulation

1. Once you form the team, you have to conduct a meeting, with specific agenda

Agenda of the first meeting with the team

- A. Introducing yourself as a leader then introduce the team member.
 - B. Specify the goal and target of the team.
Specify the responsibility of each team member.
 - C. Make the team participate in writing a team mission and vision.
 - D. Make the team participate in writing team rules “time of meeting, mutual respect, privacy rule of the team”
2. Rehearsal of the team a goal and target will keep the team member oriented toward achievement.
 3. Help each team member to write their strategy to reach to their target, met with them frequently till you guarantee that they understand the best way of performance.
 4. Encourage and stimulate the team member to participate in problem solving, and creating new ideas “do not underestimate any member in the team “.

5. Respect and accredited each member idea and participation, show them their significance and importance in the team
6. Delegate appropriately.
7. Have a regular meeting to review their weakness, mistake and help them to be committed to the strategic plan.
8. Stimulate the trust in the organization so they have the concept of belonging and work hard to improve the organization productivity.
9. Admire and celebrate small winning this will keep them motivated

Creating a goal for the team is an art and science

1. Effective leader manage the performance by helping the team to create clear a goal for their mission and vision this will make the people more committed to the goal
2. Involving the team in writing the rule “people involved in writing the rule they show more respect to follow it “.

The rule is important not every one has the same respect for the rule e.g. if there are people coming late every day to the work you join the team and discusses with them, about the appropriate time to check in and if somebody came late what action should be done to him.

Write the rule with the consensus of the team member.

3. Keeping all the team member engaged better and easier than to re-engaged any member who loses interest, the disengaged person could destroy the team spirit by

distributing negative thought about the team and the work and can lead to loss of trust in team.

Loss of belonging can lead to failure to achieve excellence.

4. Make every team member knew his rule to achieve the success for the goal.

In summary

1. *Make sure that you chose the right member of the specific team.*
2. *Make sure that the team member has enough training to serve the target.*
3. *Do not forget adult will learn what they want to learn, so if you force them to learn something to pass a specific test, they will forget it after passing the test.*

The best thing to do is motivate them, let them feel how much it is essential to learn specific things, and make it as challenging process so they will be actively encouraged to get to the learning experience

4. *Explore the weakness of the members and plan for their progress and development “every person has some experience so no need to start training from zero, explore an area of weakness and work in it “this will improve self-confidence.*

Chapter 20

Skills number seven

The power of team motivation

Point to be discussed with chapter20

- The power of team motivation
- Point to motivate team member
- Performance Management and KPIs
- Job satisfaction and job dissatisfaction are not opposites. (Herzberg's) theory



Team motivation

The leader should motivate the team member to satisfy their person's desire and energy to achieving a team a goal through either intrinsic "self-satisfaction" or extrinsic pathway "reward, punishment, and a goal achievement".

Point to motivate team member

Each team member has a unique psychological structure different from the others, which suite their need and desire to be motivated, as a leader you have to meet on the base one to one to explore the specific personal motivating factors.

A motivating person is capable of achieving the team a goal and organization goal.

If you can align the personal a goal of the team member with the team a goal and target this will actively empower the members to work hard to achieve the organization target.

By continuous appreciation and admiring the team members and point to specific action satisfy you will keep them motivated.

Lead the team by example; people like to follow the steps of successful person.

By involving your team in planning and written the team mission and vision you facilitate their role in the team.

The mission statement should include the team target and it is objective "strong motivation tool for the leader".

The vision statement should include future value and should align with the organization value “strong motivation tool for the team member “.

Planning should include strategic plans and follow up plan

To reach for excellence you required effort exceeding single team member you required group people **motivated team member** “with different experience and knowledge”

Link performance and team a goal will be strong motivation for achievement as stated by Peter Drucker in the Practice of Management 1954

This link can be done by manage by objective and the plan progress, and link the result with key performance indicator

Arrange the regular meeting to explore if the team member performing according to schedule time “progress in time “and to be sure that the team mission and vision are aligned with the organization mission and vision.

Satisfy the basic need for the team members, and encourage competition.

Performance Management and KPIs

Key Performance Indicator (KPI)

Is a quantifiable metric that reflects how well an organization is achieving its stated goals and objectives?

“What is measured get done” commitment for measurement reflected on the commitment for performance.

KPI is important method for continuous improvement plan

*Job satisfaction and job dissatisfaction are not opposites.
(Herzberg's) theory*

Removing the causes of dissatisfaction will not create satisfaction. That means if you eliminating the causes of dissatisfaction you might create peace, but not enhance performance.

If you want to motivate your team, you then have to focus on satisfaction factors like achievement, recognition, and responsibility.

To apply Herzberg's theory you need to adopt a two-stage process to motivate people.

- **Firstly**, you need to eliminate the dissatisfactions in the team.
- Provide support and supervision.
- Ensure that rule and regulation apply.
- Ensure competitive salary for the member with their beer.
- **Secondly**, you need to help them find satisfaction.
- Provide an opportunity for achievement.
- Appreciate team member contribution.
- Provide training and development for team member

Chapter 21

Skills number eight

Persuading, Influencing and conflict solving Skills

Point to be discussed with chapter21

- Definition of Persuading, Influencing and conflict solving Skills
- Persuading steps
- Influence steps
- Response to conflict or during problem-solving
- Passive response
- Aggressive response
- Assertive response
- How you can be assertive
- How you can handle the conflict as leader
- Mediation
- Arbitration



Persuading has the capability to convince others to take appropriate action.

Negotiating: having the ability to discuss and reach a mutually satisfactory agreement.

Influencing: having the ability to convince others to follow your suggestion without telling them suggestion verbally.

Persuading

As the leader to be able to persuade the team member about a specific point you have to listening to them, find their expectation and need, build trust and mutual relation, discuss your argument in a logical way to be able to convince the other to take the appropriate action.

Persuading steps

Your persuasion process start by, welcoming the team member by name and offer comfortable place to sit “preferable roundtable”

Opening statement should include an appreciation of the effort done. Than start the discussion, by use positive rather than negative language

Understand the need and expectation of both sides.

By using logical discussion to support your vision and link it to the evidence “the coast and success”

If you have the suggestion you can enforce your idea by giving an example of the success of your idea and how it going to achieve both your and the other aim and target.

Remember the best situation when both side happy and convinced, consider a win and win situation “keep your self and the other member satisfy and happy by full fill some of his expectation”.

Influencing

Leader should have the capability to influence the other team member to full fill his target

Influence steps

1. Your influence process start by welcoming the team member by name and introducing yourself as team leader “people will listen to authority more”
2. Try to dress like your team member “people like similar people to them “bird-like each other fly together.
3. Offer the comfortable place to sit.
4. Starting the process of influence by clear opening statement, use we instead of I “we are going to discusses the problem A
5. Explain how much it is valuable to succeed or to solve the problem how much solving the problem or not will affect the time of achievement “if we exceed the deadline sequences will be loss of a money, power future project, availability of competitor.
6. Consistency is seen as desirable as it is associated with strength, honesty, stability, and logic
7. Interaction is a two way process so respect an appreciate and give the gain to the other side.

Response to conflict or during problem solving

As a leader or as a team member you have to know how to communicate with another member, you can respond to the people by one of the ways.

Passive, aggressive or assertive

Passive

Passive people failed to take responsibility for their action and even in their comment.

Always compliance with the wishes of the other always responds by yes, even when they do not want to say it.

Aggressive

Aggressive people consider them-self the center of everything; do not consider other people's rights, emotion and need. They can respond with wide range of behavior ranging from shouting, ignoring, and passive aggression

Assertive

Assertive people consider their right, emotion and need as well other people right emotion, needs and expectation respond by positive intermediate language.

How you can be assertive

Be confident in your appearance, and use open body language, have eye contact and being relax

When you talk use quite voice with low pitch, and use positive words rather than negative words

Use listening skills like active listening and empathic listening

Think win and win situation “first win for yourself, and second win for your peer”

Speak slowly and firmly say yes if you agree and no if you do not agree “get what you want in polite, clear way “.

Non-assertive behavior can lead to loss of self-trust and self-respect.

Assertive behavior helps you to **say “No”**

1. Say no in the polite firm way.
2. Do not accept pressure from the other.
3. Communicate for the sake of win and win situation by considering your and other people need, demand and expectation give each one gain.

People getting aggressive behavior because this is the way they learn to get their right and prove them self.

Whenever the conflict occurs the people either respond in aggressive way “violence “or nonaggressive way “nonviolent management or avoidance”

(Johnston, 1991) define Conflict as a “real or perceived difference which may affect actions or outcomes that we believe are important”.

Conflict by itself could be considered the challenging process, which can lead to improvement and motivation if handle by well educated knowledgeable people, but it might lead to failure and bad outcome.

How you can handle the conflict as leader

To be able to clarify the process of conflict solving we will have an example

Assume that you and your husband working but he is coming late every night and after dinner always conflict arise in one way or other

1. If you inter for the process of conflict in the past moment you will have all the frustration and bad experience, criticism, unmet need and more from the past, in this situation your emotional thinking will take over and the conflict either it ends up with non violent, violent, or adaptation and Barry the conflict but not solve.

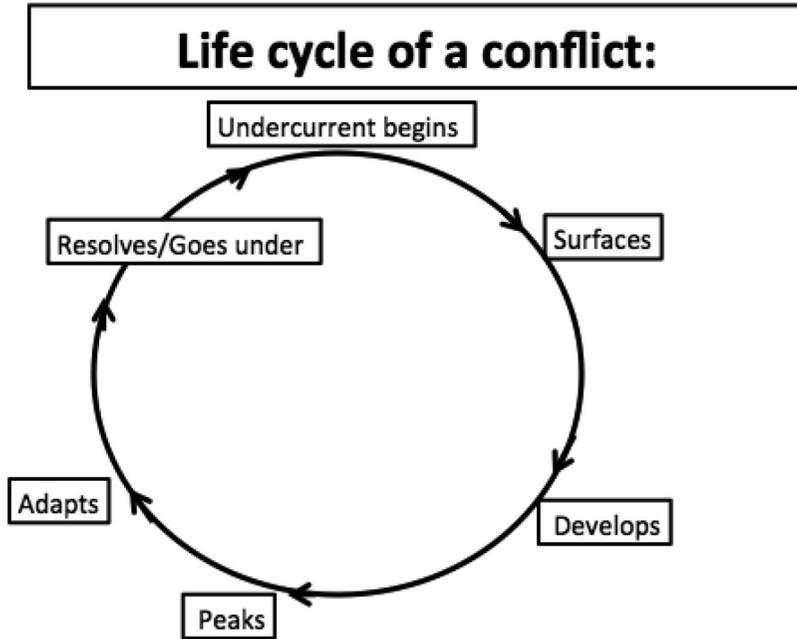
“I am exhausted and I wash the dishes every day while all that you do is taking a shower and sleep, this life is intolerable, I cannot live this life anymore”

Or you wash the dishes and keep all the anger for the next time.

He will answer

I am working day and night to build our future and guarantee good luxurious life for both of us.

Endless conversation with a lot of conflicts, the conflict will be buried so next time conflict will be bigger.



2. If you inter for the process of conflict in the present moment with logical thinking so you would think in an assertive way consider the other person need and expectation, remember that we do not have the same need there is enough resources to meet the need of every one, use logical and analytical thinking till you reach to conclusion.

You enter the conflict in logical thinking “dear I am not happy about your coming late every night I need your help since I am working too, I need you with me, always you are coming exhausted, and we do not have enough time for us to enjoy our life I knew you are working hard to give us our luxurious life, but without you share me this life we are losing a lot, please try to come early for sake of our life otherwise we will not be

able to live happily, can you please comment on what I said.
Remember do not raise your voice and use low tone

3. In the second scenario, you describe the problem the action causing the problem” not the motives”
4. explain how the progress in your life and enjoyment is affected by the behavior” coming late “and how it will reflect on your feeling.
5. ask the other person to change his behavior and attitude “ask to change one behavior at a time “**please try to come early**
6. Explain the positive and negative consequences for the behavior

For sake of our life otherwise we will not be able to live happily

7. Ask for feedback

Can you please comment on what I said?

In this process, you can approach conflict solving at home or at work

Win and win situation both parts of situation is feeling happy and satisfy and having good relation even after the incidence over

Some of the conflicts in the team solved by them, other they seek help by their leader

Leadership skills to solve the conflict in the team if two group in the team came to you to solve their problem you start with meditation, but if fail you use arbitration.

Mediation

Is the process of conflict solving by you if two people coming to you seeking advice and help, so you empower them to come up with their own solutions.

1. **Sitting:**

Prepare appropriate sitting preferable roundtable or sitting facing each other

2. Welcome all the people introduce them by name
3. Create rule and regulation of conversation “respect each other, do not interrupt the other person, control your voice tone and height”
4. Separate the people from the problem
5. Listen to both side of the conflict “be neutral” then summarize what each of them Saied
6. Listen to the fact and events, not to the emotion
7. Increases the numbers of choices, lite each of them agree on small solution align with the team goal.
8. Lite the group exchange their rule then lite them comment
9. Use active listening for both sides explore strong point and weak point
10. Recognize your own bias reframe your statement to reach to fairness
11. Write agreement and let both sides sign it.
12. Closing the conversation by thanking and appreciation for both sides.

Arbitration

Is the process of conflict solving by you if two people coming to you seeking decision, by your authority as a leader you would listen to both of them then you give a decision, and they have to follow the order.

Chapter 22

Skill number nine

Delegation skills

Point to be discussed with chapter22

1. Delegation skills
2. Point pre request to delegate
3. The process of delegation
4. General rule of delegation
5. Agreement of delegation



Delegation is the process of developing yourself and other by developing future leader from a team member.

If you fail to develop leaders than you fail your duty and responsibility as a leader.

People they escape delegation to their team member because they are afraid of loss of autonomy and because it is required a lot of upfront effort and afraid of failure.

Actually, delegation if it is done in the right way it will be a good opportunity for you as the leader, by delegation, you will save a lot of your time, which can be used to develop yourself and at the same time, you develop your team member for their full potential in the organization.

To delegate, you have to be concerned about the task, which will be delegated, and team member you want to delegate for him.

Point pre-request to delegate

1. You have to explore the **task** is it critical, is it recurrent or rarely to occur.

If the task critical and your follower have observed similar task done and you are sure about his level of training, you can delegate it, but if the task rarely occur, then you have to be very careful when you delegate it.

2. The **timel**ine for the task is there is enough time for training, if there is the mistake, is there is time to redo the task again without big consequences.

3. **Consequences** of the delegation on the organization if the task not done with the expected quality, what will be the sequel if not done appropriately.
4. To whom you will delegate is the **person** who have experience, knowledge, skills and attitude, enough training and capable of performing the task in good quality, if not can you train the candidate, then you have to ask the person if he will accept the delegation, is the task align with plane of the progress of the person.
5. Given authority when you delegate “delegation without authority will lead to frustration and delay in deliverability of the task”

The process of delegation

General rule of successful delegation

If you chose the right person to whom you will delegate, and you spend time, effort on training and education, you have to explain the boundary where the delegated person shouldn't exceed clearly.

If you are supervising, and supporting your team, without micromanagement, you should anticipate success.

Agreement of delegation

1. Specify your target keep it SMARTER” simple, measurable, agreed, realistic, time-bound, ethical and recorded”

2. Identify the constraints and boundary and the authority for which you will delegate.
3. Add an assist to the organization by empowering and supervise your team member, remember their success is your success.
4. Match the amount of responsibility with the amount of authority
5. Avoid upward delegation “till the delegated team member next time if you have a problem come back with two or more solution and I will help you to choose between them.
6. Agree on timeline and deadline, continuously monitoring the progress of work by agreeing on timeline schedule
7. When the delegated task delivers back to you accept the only good quality of work.
8. Enforce to your delegated team member about the importance of success for the organization

Chapter 23

Skills number ten

Time management skills

Point to be discussed with chapter23

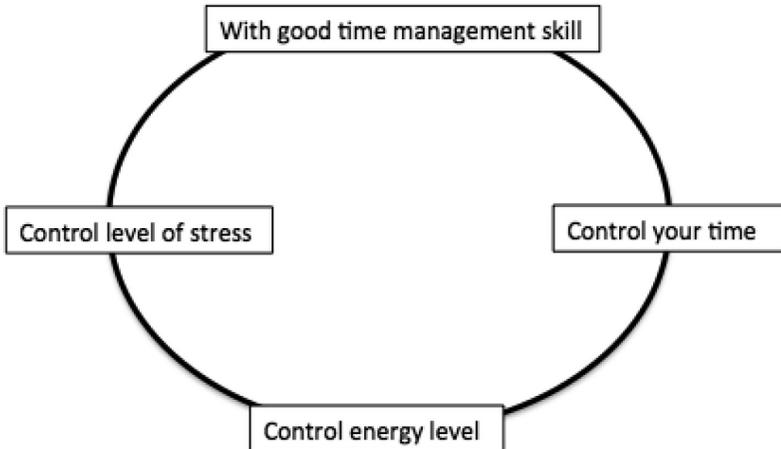
Time management skills

1. Prioritization.
2. Scheduling Activities.
3. Laws of Productivity.
4. Learn to say no
5. Stop doing list
6. Worry Only About the Problems in Your Circle of Influence
7. Managing idea consuming a lot of time
8. Supervising Productivity



“We all have time to either spend or waste and it is our decision what to do with it. But once passed, it is gone forever.”

Bruce Lee (“Zen in the Martial Arts” by Joe Hyams)



Time management skill is vital to be able to manage your life in all its aspects appropriately when you are knowing how to use your time, you will have plenty of time to spend in improving yourself and you will be less stressed and more successful.

Time management skill

1. Prioritization.
2. Scheduling Activities.
3. Laws of Productivity.
4. Learn to say no

5. Stop doing list
6. Worry Only About the Problems in Your Circle of Influence
7. Managing idea consuming a lot of time
8. Supervising Productivity
9. How to overcome Procrastination
10. Getting Creative Things Done

1. Prioritization

Prioritization is the process of arrangement of all items in your life according to its importance or significance, you have to arrange the things using logical thinking, not emotional thinking, then you have to place the items in schedule

You have to stop all the disturbances like e-mail, messages, tweets and Facebook to be able to have effective work.

You have to distribute the work to be done according to its consequences effect on your life and your progress in job

1. Priority to urgent and important responsibility “if it will delay reflecting high penalty, it has significant effect on your life or on your work progress “so this type of responsibility should be label as should be done and cannot be delayed
2. Responsibility better to be done because it is important but not urgent “if not done will be obstacle delaying other steps in your life or in your job”
3. Responsibility you have to do it but can't wait “to guarantee the progress in your life or in your work without delaying”

4. Responsibility can wait if not done is not going to affect the progress of work.

You can use Eisenhower box

	Argent	Not argent
Important	1. 2. 3.	1. 2. 3.
Not important	1. 2. 3.	1. 2. 3.

2.Laws of Productivity

John Kotter Harvard Business review January 2007 explain the 10th law of productivity

1. Move the wheel

Moving from station of qua stop talking about performance and start and initiate the process of productivity

2. How to eat an elephant

Divide your work into a small project, which can be done and finished making the project more manageable, so you will not be frustrated.

3. Use nickname

Label your work under specific title prototype

4. Follow your butterfly

Create monitoring strategy, so you can regularly revise the progress of each project.

5. Create routine every day have fixed time to do the job, the routine is the important and effective way in performing.

6. Create a timeline to know how many hrs per day needed to finish the job in an appropriate time.

7. Blooming meeting

Make the meeting productive, you should include the effective people, make the schedule more appropriate with the progress of work, and cancel the ineffective meeting.

8. Say NO if you need to say it

9. Rule made to be broken, judge every situation as unique piece of art, you can create a new rule, cancel old rule, if you have to progress in work, but remember every rule you create should be ethical and align with the law.

3. Learn to say “No”

In prioritization, you have to learn how to say NO for responsibility, which will interfere with your progress at work or at home.

If the new items you ask to perform not going to serve your progress in your a goal wither at home or at work, consider saying NO

To say no you have to listen actively, say NO politely offer alternative if possible and give your reason to say No

4. Stop doing list

Stop doing list consider to be one of the important skills in time management

Reconsider your agenda see what things can be omitted from your schedule will not reflect on your outcome, then but them in stop doing list

This will give you enough time to enjoy your life and perform your task without stress

5. Worry Only About the Problems in Your Circle of Influence

As leader you have to know that

“There is no problem it is situational”

That means what is considered to be your problem will not be your problem after one hrs or one day, if the situation change,

what consider being you're a problem will not be problem for others?

If the problem arising outside the circle of your influence you do not have the authority to solve it, you should not worry about it, be empathetic, not sympathetic, help the other by given suggestion, but do not spend all your time trying to solve the other people problem

6.Managing idea consuming a lot of time

Accept to reject unexpected idea, or project, if you have ideas and you cannot perform it, review the list of your idea every one to three months if you still unable to perform it you can either eliminate the idea and forget about it and concentrate on the project you have, or donate the idea for somebody can perform it.

7.Supervising Productivity

To be able as leader to supervise and monitor your productivity you have to learn how to

1. Delegate the responsibility.
2. Divide your job to items argent and other important, urgent items cannot be a delay, important items should be prioritizing.
3. Keep schedule memory and reminder in the e-mail or alarm.

4. Energy Lines are a simple way to prioritize and use design to guide creative energy.

Meeting supervision as leader

1. Cancel ineffective meeting.
2. Invite important productive people.
3. Write minutes of the meeting write an action plan for the meeting.
4. Summary and recommendation should be distributed by E-mail or hard copy to all team members.

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I have the pleasure to organize and deliver several courses in patient safety and leadership

- Organize and participate in Leadership Skills course 7 times
- Perform and organize a course in Healthcare Workers and Patient Safety in Hospitals
- Perform and organize effective communication workshop
- Organize and Participate as speaker in breaking bad news workshop
- Participate as speaker in human resources management workshop
- Organize CPHHA course and participate as speaker in

