

PART I

PERSONAL EFFECTIVENESS

The skills involved in maximising personal effectiveness can be seen to be very important because they underpin all the other skills involved in working with people. That is, if we are not able to manage ourselves, we will be in a much weaker position in terms of managing situations involving other people. For example, if I do not manage my time very well, then I will be left with less time and energy to work effectively with service users and colleagues. Good people skills therefore have their roots in personal effectiveness.

Part I of the book focuses on six particular aspects of personal effectiveness. The first is that of self-awareness. If we are not aware of what impact we have on other people, how can we make the best use of our interactions with them? This is followed by a discussion of time management, and then stress management – two fundamental aspects of *self*-management. Assertiveness comes next, with a focus on finding the balance between submissiveness and aggression. Then comes using supervision, a consideration of how to make sure you get the best support possible from your line manager. Finally in Part I, we look at the idea of ‘continuous professional development’ – making sure that we continue to learn and develop, and do not get into a rut or ‘go stale’. And this is a vitally important issue, for what is the point of learning if we are going to allow that learning to fade away, rather than use it as the basis of future learning and to enhance practice?