

# Award in Office Management and Administration

**Lecture Title:** Lecture 7 Office Communication- Part 2

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## **Module 2:** Having completed this module, you should be able to:

- ❖ Identify the reasons why people don't speak assertively and its underestimated importance
- ❖ Explain how to ask for a raise at the right time.
- ❖ Discuss the procedures of asking for an appointment with your employer.
- ❖ Recall the common mistakes people make when asking for a raise.
- ❖ Summarize the steps involved in asking for a raise.



## **Module 2:** Having completed this module, you should be able to:

- ❖ How to adapt and be flexible. Are our companies doing so?
- ❖ What are work ethics?
- ❖ How to be motivated?
- ❖ How to increase our EI



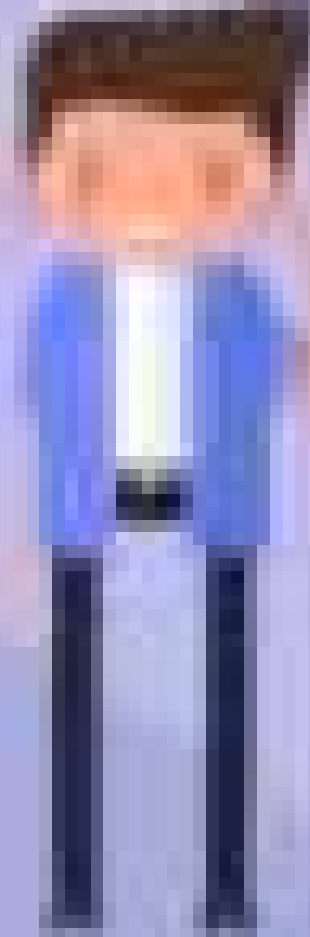
To go from,



Aggressive

to

ASSERTIVE



Assertive



# How to be a more assertive speaker

- ❖ Don't be afraid to say no.
- ❖ Take care with your tone.
- ❖ Learn the importance of discussion.
- ❖ Be mindful of your body language.
- ❖ Script/Rehearse what you want to say.
- ❖ Pick your battles.



# Ask for a raise

- ❖ Right timing
- ❖ Ask for an appointment
- ❖ Be positive
- ❖ % raise
- ❖ Not to do
- ❖ Competing job offers



# Flexibility and Adaptability



# Work ethic and Motivation





# Boosting & sustaining your motivation

- ❖ Set clear goals
- ❖ Create a plan
- ❖ Find your why
- ❖ Celebrate progress
- ❖ Visualize success
- ❖ Establish a routine



# Boosting & sustaining your motivation

- ❖ Surround yourself with positivity
- ❖ Break tasks into manageable chunks
- ❖ Stay flexible
- ❖ Reward yourself
- ❖ Stay inspired
- ❖ Take care of yourself





# How to increase your Emotional Intelligence

- ❖ Self-awareness
- ❖ Self-regulation
- ❖ Motivation
- ❖ Empathy
- ❖ Social skills
- ❖ Observe and interpret non-verbal cues



# How to increase your Emotional Intelligence

- ❖ Conflict resolution
- ❖ Cultivate a growth mindset
- ❖ Cultivate resilience
- ❖ Practice emotional expression
- ❖ Seek feedback
- ❖ Continuous learning



# Emotional intelligence

- ❖ Practice observing how you feel.
- ❖ Pay attention to how you behave.
- ❖ Question your own opinions.
- ❖ Take responsibility for your feelings.
- ❖ Take time to celebrate the positive.
- ❖ But don't ignore the negative.
- ❖ Don't forget to breathe.
- ❖ A lifetime process.





Are you  
Emotionally  
intelligent?



“Communication works for those who work at it.”

John Powell

