

SHINE A LITTLE
BRIGHTER?



BE THE BEST YOU CAN BE

The new way of developing your skills

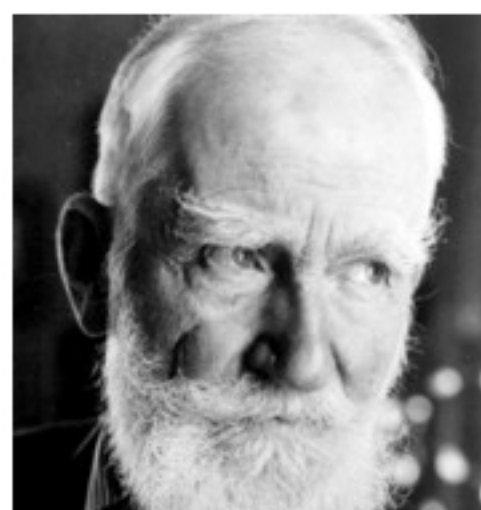


POWER UP YOUR PERFORMANCE - BE THE BEST YOU CAN BE!

Welcome to this first edition of **Be The Best You Can Be** e-newsletter. This month we're focusing on Powering Up Your Performance with communication, an essential skill for every member of staff. Without good communication, we can't convey information to others, express how we feel, or share our ideas to help out with a work problem.

"The single biggest problem in communication is the illusion that it has taken place"

—George Bernard Shaw, Playwright



Foundation Development Activity

Communication features in the Staff Competency Framework and you can find it [here]. Take a look at the detail and reflect on your own approach to communicating with colleagues and customers within your portfolio.

Emotional Intelligence (EI) can have a significant positive impact on your communication with others, not just at work but with family and friends too. EI is included within Module 4 of Mental Health Awareness e-learning. There are additional resources which can be accessed through this module, including an Emotional Intelligence Goal Planner.

This e-learning course can be accessed [here].



Optional Development Activity

Being in conflict or a dispute with a colleague can be highly stressful as well as being a barrier to a productive working day. These resources may be useful for exploring this topic:

TEDD Talk

Dealing with confrontation

https://www.ted.com/talks/jay_johnson_how_to_deal_with_difficult_people

Article

How to manage conflict and confrontation

<https://www.personneltoday.com/hr/how-to-manage-conflict-and-confrontation/>

To see all resources please visit the Development Resource Library on Skoop!



OUR STARS

Congratulations to [insert employee name] who has recently [completed/been recognised/contributed etc] to [project/qualification/award etc]