

# FACEWORK SKILLS CHALLENGE



## MASTERING VERBAL SKILLS



### WHAT IS THIS SKILL?

Besides good etiquette, work ethic and initiative, part of being an invaluable asset in your team is your ability to clearly and politely yet firmly make yourself heard and share your ideas and concerns with others

Some of us are confident and can make our voice heard, others of us are not so. A good way to look at this is to see which of the two basic SOCIAL TYPES you fall into:



#### INTROVERT

- Gets their energy from spending time on their own
- Often quiet and reflective
- Enjoys their own company
- Enjoys thinking
- More reserved and less impulsive

#### EXTROVERT

- Gets their energy from spending time with others
- Often outward and social
- Enjoys other people's company
- Enjoys communicating and doing
- Often up for "Having a go"

See which role you fall into! One isn't better than the other, moreover, our individual traits make us unique! An introvert may be adept at sharing their well-formed and complex views, while an extrovert's social nature could help them mediate a space for sharing everyone's ideas.

Everyone has their own strengths, so find your own!

Before you start this Challenge rate yourself on your current ability to make decisions.



**SPEAKING & LISTENING**

Rate yourself



1

Not great



2

Need help



3

OK



4

Improving



5

Mastering

Mastering Verbal Skills



## ARE YOU UP FOR THE CHALLENGE TO IMPROVE ?



## WHY IS THIS SKILL VITAL IN THE WORK PLACE?

Group discussions and the sharing of ideas and problems are the lifeblood of a company, as they help find the direction that you all, as a team will take. Only you can let what is on your mind be heard!

When a problem arises, it's your ability to quickly bring up the subject and take control of the situation that will determine if and when it gets taken care of – NOT just waiting for someone else to do it.

**Consider the following situation:**



**You find a safety concern in the workplace, do you:**



Wait for someone else to fix it and leave it to the others to deal with, allowing things to get worse?

Or

Speak up about the issue and discuss a possible solution, letting everyone discuss the subject promoting teamwork and problem-solving.



The better course of action will establish you as a valuable member of the team, looking out for others and taking the lead when necessary!



# HOW IS THIS SKILL RELEVANT TO MY PERSONAL LIFE?

Getting better at communicating can help you in your personal life.

Think of a time when you have had speak up and complete this exercise in the table below.

<b>What was the subject you discussed?</b>	.....
<b>How did you broach the subject?</b>	.....
<b>Did you have a good discussion? Why ?</b>	.....
<b>What happened after you spoke up?</b>	.....
<b>What could you do differently if you had a second chance to present your idea?</b>	.....

**The best way to gain confidence in speaking up is knowing how to divert from the subject if you change your mind. As long as you read the mood of those with whom you are talking, you can always just take it back, no harm done!**



Of course, there's nothing wrong with hearing others out, in fact, it's often the right thing to do. However, getting used to speaking up can help you learn more about your workplace and take more of a leading role instead of trying to follow other people's agendas.



## HOW CAN I MASTER THIS SKILL?

There are lots of articles and resources online which can help you master this skill. Here are 4 ideas which can help you master the skill of communication.



### TRY NOT TO WORRY THAT YOU WILL SAY THE WRONG THING

You won't know if what you have to say holds water until you actually say it. No matter how much you overthink, it won't matter unless you put your idea out there. Be sensitive, keep it short and sweet, and you really can't go wrong. People appreciate being trusted with what you have to say!



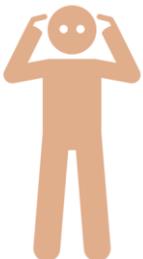
### CONSIDER YOUR STRENGTHS AND WEAKNESSES

Maybe you're a bit of a jokester; or a naturally observant person, picking up on the needs and wants of others easily; you could be a good thinker who comes up with simple solutions to complicated problems and you just don't speak up about it enough to know it! Think of times you've effectively solved problems through discussion and consider how you went about it, as well as how you've messed up, so you can do even better in the future.



### COMMUNICATE WITH GOOD COMMUNICATORS

Do you know any captivating speakers? Maybe a popular mate or teacher or someone you're related to. The best way to get better at something is to learn from the best. Find someone who can help you improve and start picking their brain about communication; if there's one thing they'll love, it's a chance to talk!



### FIND YOUR CONVERSATIONAL FLOW

As you start speaking up more, you'll find that making yourself heard will become easier and easier as it becomes more natural and routine. Pick up on what you're doing wrong and right over time, and soon enough being a charismatic speaker will be as easy as breathing!



# THE FACEWORK SKILL CHALLENGE



**Now think of something you need to bring up to someone, and let them know!**

It always helps to have a plan, think:

How will I start the conversation?

What concerns should I address?

What are my main points?

If I don't get the answer I want, what's a compromise I could try to achieve instead?

What are some hard signs that I should maybe let things rest instead of continuing?



Make sure to let us know how it goes!

Maybe, with permission, inform the person you are talking to of this FACEWORK challenge and ask if you could record the conversation to go over it later to engage in some self-criticism using the previously written material and become a better speaker!

**Bringing things up to find a solution can often be awkward, and that's okay!**

**Just be direct, considerate and polite and no matter how things go, it'll be a learning experience that stays with you for a lifetime!**

How would you now rate your skills in learning how to be heard?



**SPEAKING & LISTENING**

Rate yourself



1

Not great



2

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3

OK



4

Improving



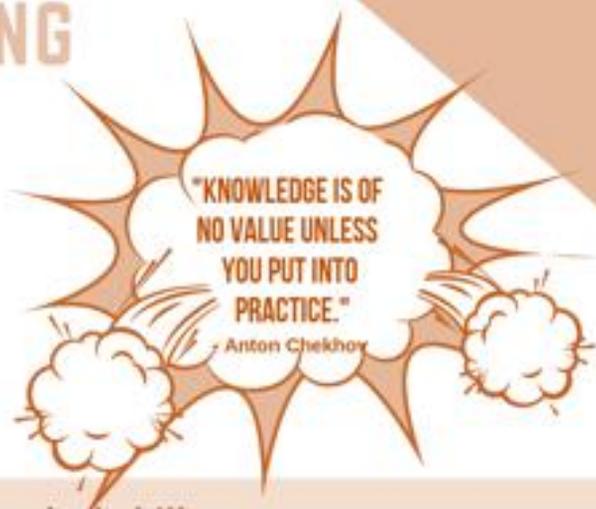
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Mastering

Mastering Verbal Skills



# LEARNING BY DOING



1. To continue improving my verbal skills what am I going to



stop doing? .....

continue doing? .....

start doing? .....

2. Who is going to help me keep on track?

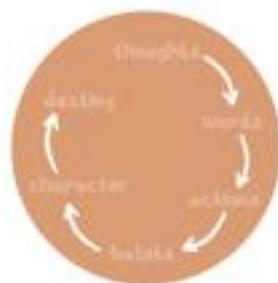
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3. How will I see the difference?

one week .....

one month .....

one year.....



4. Who will I share my knowledge of this skill with?



.....



5. Which Character Strengths will I need? Highlight them below!

Appreciating Others	Bravery	Creativity	Curiosity	Fairness	Forgiveness	Gratitude	Honesty
Hope	Humility	Humour	Judgement	Kindness	Leadership	Love	Love of Learning
Perseverance	Perspective	Prudence	Self Regulation	Social Intelligence	Spirituality	Teamwork	Zest

Learn more about Character Strengths at [www.facework.online](http://www.facework.online)

6. What would you change, add or remove to improve this worksheet ?

send suggestions to [info@facework.online](mailto:info@facework.online)