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| **Minor Award Name** | **Personal Effectiveness** |
| **Minor Award Code** | **5N1390** |
| **Level** | **5** |

**Suggested resources to support delivery:**

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| --- | --- | --- | --- | --- |
| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| **Principles and Practice of Personal Effectiveness** | Online Document | This document relates to goals, personal effectiveness and confidence and effective relationships | Author: Mitch McCrimmon | <http://www.leadersdirect.com/personal-effectiveness> |
| Presentation | The slide show views topics on positive impact, goals, personal success and communication | Author: Narendar Kumar | <http://www.slideshare.net/narenmt/Personal-Effectiveness> |
| Web Based Word Document Download | Pages 1-8 of this word document look at: Personal effectiveness and self-confidence, Qualities of Personal Effectiveness. What is self and personal effectiveness growth? Also includes an assignment for the learners | Compiled by Lillian Doyle. Fetac Sources.com | <http://www.fetacresources.com/fetacresources/filemgmt/index.php?id=271> |
| Blog | The website leads to seven further blogs based on The 7 Principles of Personal Effectiveness and can be incorporated into tutor’s lesson plans. Also a useful website for personal effectiveness resources | Author: Dr. Peter Fuda | <http://www.peterfuda.com/2014/04/28/the-7-principles-of-personal-effectiveness/> |
| **Organisation Structure** | Presentation | This slide show gives examples of the different types of organisation structure and the advantages and disadvantages of each | Author: AamishPandoh | <http://www.slideshare.net/aamishpandoh/different-organisational-structure-24766323> |
| Presentation | This presentation details organisational relationships with examples of different organisational charts | Author: Mary Ann Adiong | <http://www.slideshare.net/xenna_85/organizational-structure-26872255> |
| Organisational Charts | Blog | Explains different types of organisational charts and gives diagrams | Author: Nishadha | <http://creately.com/blog/diagrams/types-of-organizational-charts/> |
| Mission Statements | Online Document | Examples of mission statements from various brands and organisations | Source: Your directory | <http://examples.yourdictionary.com/examples-of-mission-statements.html> |
| You Tube Video | The video shows how to write a mission statement with a further video on examples of mission statements of various well know companies | Source: BPlans | <http://articles.bplans.com/writing-a-mission-statement/> |
| Organisations Departments and Functions | PDF Document | The document explains the different types of companies, departments and their functions. It also includes word exercises for learners to complete pages 6 & 7 | Source: Business English Online | <http://www.businessenglishonline.net/wp-content/uploads/2010/10/Units-1-2.pdf> |
| Blog | This blog refers to public and private organisations including the functions of each department | Author: Miss WejihaSaif | <http://scribd1.blogspot.ie/2011/04/what-is-function-of-different.html> |
| Online Document | Describes the functions of departments in organisations | Source: Learn Management | <http://www.learnmanagement2.com/organisational%20functions.htm> |
| Power point Presentation | Short presentation on types of companies, the various departments and individuals within the structure | Author NandyIntanKurnia | <http://staff.uny.ac.id/sites/default/files/pendidikan/nandy-intan-kurnia-ss-mhum/company-types-and-structures-efb-1.pdf> |
| Own Role in Organisations | Online Article | This article describes the role of an individual in an organisation, on how individuals differ, accountability and responsibility, job design and person specification | Source: Charted Quality Institute | <http://www.thecqi.org/Knowledge-Hub/Knowledge-portal/Interactions-of-organisations-and-people/Role-of-the-individual/> |
| Job Skills | Website Document | This document looks at different employability skills needed for a job | Source: Skills You Need | <http://www.skillsyouneed.com/general/employability-skills.html> |
| Website Document | This site details various job descriptions and the skills and qualifications needed for each role | Source: Grad Ireland | <https://gradireland.com/careers-advice/job-descriptions> |
| Personal Strengths and Weaknesses | PDF Document | List of personal strengths and weaknesses | Source: Tickle Project | <http://www.tickle-project.eu/toolbox/material/materials_netherlands/Link_5_List_%20of_%20strengths_%20and_%20weaknesses.pdf> |
| Website Document | Gives a list of personal strengths and general strengths for the workplace | Source: Your Directory | <http://examples.yourdictionary.com/examples-of-strengths.html> |
| Website Document | Describes different examples of weaknesses in the workplace | Source: Cover Letter and Resume | <http://coverlettersandresume.com/interview/examples-of-weaknesses-at-the-workplace/> |
| Influences on how you do your work -Other people in organisations | Online Document | Describes the impact of own work role on others including work ethic, responsibility and accountability | Author: SuhaAbughosh | <https://www.linkedin.com/pulse/responsibility-accountability-should-work-together-really-abu-ghosh-5993785093456408576> |
| Online Document | Lists the qualities of an effective team player | Author: Marty Brounstein | <http://www.dummies.com/how-to/content/ten-qualities-of-an-effective-team-player.html> |
| Influences on how you do your work -Issues and work practices | Presentation | This slide show deals with attributes needed for starting a new job but relate to work practices in all work environments; positive attitude, questioning, taking initiative, punctuality and attendance | Author: Shashank Shekhar 2015 | <http://www.slideshare.net/ShashankShekhar97/making-a-good-start-in-a-new-job> |
| Power point Presentation | Slides on interpersonal skills and communication skills needed for the workplace | Author: Tamara O Connor  Trinity College 2003 | <https://www.tcd.ie/Student_Counselling/student-learning/assets/docs/old/Interpersonal%20Skills%20Presentation.ppt> |
| Presentation | Deals with work related issues and how to solve them; discrimination, harassment, tardiness and absenteeism | Author: Noor Bakar | <http://www.slideshare.net/bungacengkih77/work-related-issues> |
| Presentation | An overview of organisational and personal factors which relate to job satisfaction and work practices for employees | Author: Sonia Doll | <http://www.slideshare.net/sonigm1/factors-determining-job-satisfaction-of-employees> |
| Website document | Details with the health & safety regulations for employers and employees | Citizens Information Board | [www.citizensinformation.ie/en/employment/employment\_rights\_and\_conditions/health\_and\_safety/health\_safety\_work.html](http://www.citizensinformation.ie/en/employment/employment_rights_and_conditions/health_and_safety/health_safety_work.html) |
| **Problem Solving** | Website | Comprehensive range of techniques and tools to enable learners to create creative and effective solutions to problems whether in the workplace or in college projects.  Four basic steps in problem solving are used to illustrate this topic. A learner self – test is included | Source: Mind Tools | <https://www.mindtools.com/pages/article/newTMC_00.htm> |
| Stages in Problem Solving | Website | This resource offers tips on problem solving for job-seekers and the steps involved in problem solving | Source: University of Kent, Careers and Employment Service | <http://www.kent.ac.uk/careers/sk/problem-solving-skills.htm> |
| Worksheets and Learner’s Logs | This guide is designed to support learners who want to practice and improve their problem-solving skills. It includes various problem-solving techniques, activities and worksheets that can assist learners in developing their skills | Source: Government of Canada | <http://www.esdc.gc.ca/en/essential_skills/tools/problem_solved_employees_learners.page> |
| Website | Details four basic steps in problem solving | Source: ASQ | <http://asq.org/learn-about-quality/problem-solving/overview/overview.html> |
| Types of Problems | You Tube Video | Part 1 describes the different types of problems | Source: Educational Portal | <https://www.youtube.com/watch?v=ftgtzFaHFGE> |
| Methods of Collecting Information | PDF Document | The document lists the various methods of collecting information with advantages and disadvantages of all | Source: U.S. Department of Education, Office of Educational Research and Improvement | <http://www.performingartsworkshop.org/files/resources_programManagers/Types%20of%20Measurement%20Tools.pdf> |
| Problem Statements | Website Article | Tips on writing a problem statement | Source: Your Dictionary | <http://grammar.yourdictionary.com/for-students-and-parents/tips-on-writing-a-problem-statement.html> |
| Presentation | Presentation on how to write a problem statement | Author: Stewart Rodgers | <http://www.slideshare.net/srogers74/what-are-problem-statements-presentation> |
| Problem Solving Analysis Methods | PDF Document | Examples of various analysis methods | Source: IMS International | <http://imsworld.org/wp-content/uploads/2015/05/Doc-6i-issue-1-guidance-notes-on-5-Whys-Technique.pdf> |
| Website | Source: WBI Evaluation Group (2007) | <http://siteresources.worldbank.org/WBI/Resources/213798-1194538727144/9Final-Fishbone.pdf> |
| Website | Source: Mind Tools | <https://www.mindtools.com/pages/article/newTMC_80.htm> |
| **Types of Meetings** | Word Document | Very useful guide detailing all aspects of meeting skills, presented in a clear and structured format and describes in detail all information required. | Source: Toolbox Building an Organisation | <http://www.etu.org.za/toolbox/docs/building/webmeetings.html> |
| PDF Document | Short descriptions of organisational meetings | Author: David E. Harlt | <https://helenagmartins.files.wordpress.com/2015/05/different-types-of-meetings-and-how-to-make-them-work.pdf> |
| Presentation | A range of slides detailing the purpose of meetings, the different types of meetings and planning a meeting | Author: KalimMiza | <http://www.slideshare.net/kalimmirza68/meetings-31235589?next_slideshow=8> |
| Video | Includes short video on meetings, a quiz and work sheets | Source: Study.com | <http://study.com/academy/practice/quiz-worksheet-formal-informal-business-meetings.html> |
| Roles of Key Participants | Website | The website details 5 key roles and describes the responsibilities of each | Source: Network marketing | <http://www.network-marketing-mlm-success-system.com/effective-meetings-roles-and-responsibilities.html> |
| Website | This page examines the role of the chairperson, role of meeting members and links to the role of the secretary | Source: Skills You Need | <http://www.skillsyouneed.com/ips/conduct-meeting.html> |
| Website | This website describes the responsibilities and duties of various meeting members | Source: The Wheel Organisation | <http://www.wheel.ie/content/responsibilities-officers> |
| Planning a meeting | Website | Part two looks at the preparation and planning of a meeting | Source: Skills You Need | <http://www.skillsyouneed.com/ips/meetings.html> |
| Article | This lists a step by step guide for writing an agenda | Source: Wikihow | <http://www.wikihow.com/Write-an-Agenda-for-a-Meeting> |
| Word Document | Part 3 covers notification of meetings and preparing the agenda | Source: Education & Training Unit -Toolbox Building an Organisation | <http://www.etu.org.za/toolbox/docs/building/webmeetings.html> |
| Running a Meeting | Word Document | Very useful easy to follow guide detailing planning meetings, notifications, agenda’s, running a meeting, decisions in meetings, procedures, chairing and how to write minutes | Source: Education & Training Unit – Toolbox Building an Organisation | <http://www.etu.org.za/toolbox/docs/building/webmeetings.html> |
| Presentation | A variety of slides on timing, technology, room set up and conduct at meetings | Author: Jonathan Gullery | <http://www.slideshare.net/jgullery/steps-to-great-meetings?next_slideshow=1> |
| Power point Presentation | Information on minute taking before, during and after meetings. Also allows links to other meeting skills power point presentations | Author: Patricia Anderson | <http://www.powershow.com/view/1d6c53-NDZjY/How_to_Take_Effective_Minutes_powerpoint_ppt_presentation> |
| Website | Useful website on all aspects of planning and running meeting | Author: Alan Chapman | <http://www.businessballs.com/meetings.htm> |
| Website | Includes tips on how to take notes at a meeting | Source: Careers Finance Online | <https://careers.financesonline.com/effective-note-taking-skills-4-techniques-to-use-at-meetings/> |
| Online Article | Includes information on how to effectively participate before, during and after a meeting | Author: Pat Barns | <http://www.informit.com/articles/article.aspx?p=1755015> |
| Issues that affect the conduct and productivity of a meeting | Website | Part five of the document deals with tips for handling difficult members. Parts 1-4 will also be helpful for more information on meetings | Author: Gillian Kaye | <http://ctb.ku.edu/en/table-of-contents/leadership/group-facilitation/main> |
| PDF Document | List points on how to overcome problems at meetings | Source: Pinnacle Solutions | <http://www.pinnaclebusiness.com.au/images/pdf/Business%20Administration/MEETINGS,%206.%20How%20to%20overcome%20problems%20at%20meetings,%20091202.pdf> |
| Evaluation of Meetings | Presentation | Sample evaluation sheet for chairperson, members and note taker | Author: Laurence  Yap | <http://www.slideshare.net/eastleaf/meeting-evaluation> |
| Website | A checklist of points to evaluate meeting performance | Source: Youth in Action Bulletin | <https://www.ncjrs.gov/html/ojjdp/yb9909-1/mtg-5.html> |
| **Objectives of Working in Groups** | Online Document | Information on aims and objectives of groups | Source: HR Resource Centre | <http://hrcouncil.ca/hr-toolkit/workplaces-team-work.cfm> |
| Effective Groups | Article | Ten qualities of an effective team player | Author: [Marty Brounstein](http://www.dummies.com/search.html?query=Marty+Brounstein)from[Managing Teams For Dummies](http://www.dummies.com/store/product/Managing-Teams-For-Dummies.productCd-0764554085.html) | <http://www.dummies.com/how-to/content/ten-qualities-of-an-effective-team-player.html> |
| Presentation | This presentation deals with creating effective teams, the characteristics of effective teams and how to be an effective team member | Author: [Sumit Malhotra](http://www.slideshare.net/speedkings?utm_campaign=profiletracking&utm_medium=sssite&utm_source=ssslideview) | <http://www.slideshare.net/speedkings/creating-effective-teams-ppt-17064011> |
| Team Roles | Article | Describes various team roles in three different categories; talk roles, personal and social roles and dysfunctional or individualistic roles | Author: Mind Tools Editorial Team | <https://www.mindtools.com/pages/article/newTMM_85.htm> |
| Online Document | Easy to read document detailing the nine team roles with descriptions of the strengths and weaknesses of each | Source: Belbin Ireland | <http://www.belbin.ie/the-nine-team-roles/> |
| Barriers to Participation | PDF Document Power Point | The document is presented in power point presentation style with slides listing barriers to team success with a quiz at end of presentation | Based on “The Complete Idiot’s Guide to Team Building”, by A.R.Pell, alpha books, Chapter 2, pp.15-28 | <http://unpan1.un.org/intradoc/groups/public/documents/unssc/unpan010503.pdf> |
| Sources of Conflict | PDF Document | Pages 1-3 deal with the most common causes of conflict within groups and conflict resolution | Prepared by Michelle Schwartz, Research Associate, for the Learning & Teaching Office | <http://www.ryerson.ca/content/dam/lt/resources/handouts/GroupWorkConflict.pdf> |
| Communicate Effectively in a Group | Presentation | The slides go through the various methods of communication. | Author: Natalie Man | <http://www.slideshare.net/natalieman/principles-of-effective-communication-powerpoint> |
| Participate in a Group | Website | Useful resource for tutors with tips on planning, designing and implementing group work | Source: Centre for Teaching Excellence | <https://uwaterloo.ca/centre-for-teaching-excellence/teaching-resources/teaching-tips/alternatives-lecturing/group-work/implementing-group-work-classroom> |
| Personal Strengths & Weaknesses | Online Document | The document gives a list of strengths and weaknesses which learners can relate to in assessing their own individual contribution | Author: MyrkoThum | <http://www.myrkothum.com/personal-strengths-and-weaknesses/> |
| **Presentation Skills** | Website | Excellent detailed resource covering all aspects of presentation skills with further links to writing & presenting; presentation notes, visual aids and dealing with questions | Source: Skills You Need | <http://www.skillsyouneed.com/presentation-skills.html> |
| You Tube Video | Video on how to improve your presentation skills | Source: Speak First | <https://www.youtube.com/watch?v=bt8YFCveNpY> |
| Structure & Content of Presentations | Website | This covers how to structure the presentation from introduction, body, conclusion and questions | Source: English Club | <https://www.englishclub.com/speaking/presentation.htm> |
| Presentation | Short detailed slides on examples of structuring the presentation | Author: Coolsimo | <http://www.slideshare.net/coolsimo/how-to-structure-a-presentation-a-guide-with-examples> |
| Visual Aids | Website | This website addresses all visual aids and how to use them; whiteboards and interactive whiteboards, flip chart, OHP, slides, video, power point or other presentation software and handouts | Source: Skills You Need | <http://www.skillsyouneed.com/present/visual-aids.html> |
| Website | This study guide shows how to use the visual aids at various stages throughout the presentation | Source: University of Leicester Student Learning Development | <http://www2.le.ac.uk/offices/ld/resources/presentations/visual-aids> |
| Room Layouts | PDF Document | The document has diagrams of various room layouts and details the suitability of each | Source: Young Markets Effective Business Communications | <http://www.businesspresentation.biz/presenting/room_layout.pdf> |
| Blog | Description of ten different seating arrangements with positives and negatives of using each | Author: Andrew Thorne, Staging Connections | <http://www.stagingconnections.com/events/choosing-the-best-seating-style-for-your-audience> |
| Communication with the Audience | Website | Covers different topics relating to communication skills used in a presentation including posture, eye contact, language, spoken content, use of voice and humour | Source: University of Leicester Student Learning Development | <http://www2.le.ac.uk/offices/ld/resources/presentations/delivering-presentation> |
| Website | Information on how to communicate your message to the audience and how to present yourself effectively | Source: Business Training Direct | <http://www.businesstrainingdirect.co.uk/references/how-presentation-skills-influence-your-audience-22-08-08.php> |
| Questions and Comments | Website | List steps and additional tips on how to handle questions from the audience | Author: Lenny Laskowski | <http://www.ljlseminars.com/question.htm> |
| Feedback and Evaluation | PDF Document | Tips on how to create evaluation forms with examples included | Author: Dorothy I. Riddle, Ph.D., CMC Service-Growth Consultants Inc. | <http://www.servicegrowth.net/documents/10%20Tips%20on%20Creating%20Training%20Evaluation%20Forms.net.pdf> |
| Website | Self-evaluation questions which can be used as feedback | Author: Ray Anthony & Barbara Boyd | <http://www.dummies.com/how-to/content/presentation-evaluation-sheet.html> |
| PDF Document | Examples of evaluation sheets | Source: Iowa ESL   Regional Trainings | <http://www.cal.org/caelanetwork/profdev/states/iowa/training-evaluation.pdf> |

**Useful Organisations:**

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| --- | --- |
| **Name** | **Contact Information** |
| Further Education Support Service (FESS) | [www.fess.ie](http://www.fess.ie) |
| National Council for Curriculum and Assessment (NCCA) | [www.ncca.ie](http://www.ncca.ie) |
| Quality and Qualifications Ireland (QQI) | <http://www.qqi.ie/> |
| Citizens Information Board | <http://www.citizensinformation.ie/en/> |
| Department of Education and Skills | <http://www.education.ie/en/> |

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| **MOOCs (Massive Online Open Courses)** | |
| Free access to online courses  Search regularly for new courses and new start dates  Online courses delivered mainly by Universities and Colleges worldwide. | <https://www.mooc-list.com/> |
| <http://www.open.edu/> |
| <https://www.coursera.org/> |
| <http://oyc.yale.edu/> |
| <http://www.extension.harvard.edu/open-learning-initiative> |
| <http://www.skillsyouneed.com/> |

**Other Resources**

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| **Name** | **Contact Information** |
| Slideshare | <http://www.slideshare.net> |
| Skillshare | <https://www.skillshare.com> |
| FETAC Resources | <http://www.fetacresources.com/fetacresources/> |

**Useful Books**

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| --- | --- | --- |
| English & Communications for Business Students | John Scott and Catherine Fox | Gill and Macmillian  <http://www.gillmacmillan.ie/communications-uni>  ISBN: 9780717140343 |
| Effective Communication | Nicholas Harvey | Gill and Macmillian  <http://www.gillmacmillan.ie/communications>  ISBN: 9780717159765 |
| Organisational Behaviour- Make that Grade | Michele Kehoe | Gill and MacMillian  <http://www.gillmacmillan.ie/> |
| Business Administration | Arlene Douglas | Gill and Macmillian  <http://www.gillmacmillan.ie/business-/business-/administration> |