

# Mind Mapping Memory Techniques

## What is Mind Mapping Memory Techniques?

Mind Mapping Techniques are not formally mnemonics. They do, however, help you to lay out the structure of a topic as a clear 'shape' that you can remember easily. By seeing this shape in your mind, you can prompt yourself to remember the information coded within it.

This becomes even easier if you have coded this information using striking images. See the **introduction** to this section for ideas about how to make information as memorable as possible.

## Benefits

- ◆ आप अपने पूरे पाठ्यक्रम को केवल एक बार पढ़कर लंबे समय तक याद रख सकते हैं।
- ◆ आप अपनी विचारशैली और मान्यताओं को बदल सकते हैं।
- ◆ आप अपना ध्येय निर्धारित करके प्राप्त कर सकते हैं।
- ◆ आप अपनी समस्याओं का समाधान स्वयं कर सकते हैं।
- ◆ आप पीड़ा पर नियंत्रण पाना सीखा करेंगे।
- ◆ आप सकाशात्मक विचार शैली वाले बन जायेंगे।
- ◆ आप अपनी समृद्धि प्राप्त कर सकते हैं।
- ◆ आप अपनी नींद को नियंत्रण कर सकते हैं।
- ◆ आप काल्पनिक भय और हानिकारक बुरी आदतों पर काबू पा सकते हैं।
- ◆ आप तनाव पर नियंत्रण प्राप्त करके मानसिक शांति प्राप्त कर सकते हैं।
- ◆ आपके आत्मविश्वास, एकाग्रता और सर्जनात्मक शक्ति में आश्चर्यजनक वृद्धि होगी।

## Features

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### Leadership Skills

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Leadership Skills - Start Here!

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How Good Are Your Leadership Skills?

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What is Leadership?

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General Leadership

- Leadership Motivation Assessment: How motivated are you to lead?
- Leadership Motivation Tools: Find the passion to lead
- Authentic Leadership: Being a leader that people want to follow
- Ethical Leadership: Doing the right thing
- Understanding Power
- French and Raven's Five Forms of Power
- Winning Expert Power: Leading from the front
- Leadership Styles
- Leadership Styles: Using the right one for the right situation
- The Hersey-Blanchard Situational Leadership Theory
- The Tannenbaum-Schmidt Leadership Continuum
- "Laissez Faire" versus Micromanagement: Getting the balance right
- Blake Mouton Managerial Grid: Balancing task- and people-orientation
- Action Centered Leadership: Balancing task-, team- and individual-focus
- Fiedler's Contingency Model: Matching leadership style to a situation
- Path-Goal Theory: Discovering the best leadership style
- Six Emotional Leadership Styles: Choosing the right style for the right situation
- Emotional Intelligence
- Emotional Intelligence in Leadership: Learning how to be more aware
- The Agile Leader: Adaptability
- The Power of Trust: A steel cable
- Optimism: The hidden asset
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What's Empathy Got to Do with It?

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- Humility: The most beautiful word in the English language
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- The Talisman of Leadership: Authenticity
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- "I Swear by Apollo": Being accountable to yourself in leadership
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- Leading by Example: Making sure you "walk the talk"
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- A Leader's Mood: The dimmer switch of performance
- 
- A Bit of Perfume: Giving praise
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- Degrees of Giving: Leading with generosity
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- The Uncertainty Factor
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- The Green-Eyed Monster: Keeping envy out of the workplace
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- Leading Cross-Cultural Teams
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- Hofstede's Cultural Dimensions: Workplace values around the World
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- Cross-Cultural Leadership
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- Becoming a Leader
- 
- 10 Common Leadership and Management Mistakes: Avoiding universal pitfalls
- 
- Leading Equals: Motivating people effectively, without authority
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- Now You're the Boss: Learning how to manage former peers
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- What a Real Leader Knows: Developing fundamental leadership skills
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- Young and Future Leaders
- 
- Leadership by the New Generation: Bridging the gap
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- Building Tomorrow's Leaders: Identifying and developing them
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- Crisis and Contingency Planning
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- Crisis Planning: Preparing your best response to the unexpected

- Contingency Planning: Developing a good 'Plan B'
- Leadership in Hard Times: Leading - and succeeding - in a downturn

▪ **Team Management**

- How Good Are Your Management Skills?
- Team Management Skills
- How Good Are Your People Skills?
- Improving Team Effectiveness
- Team Effectiveness Assessment: How well does your team work together?
- DILO (Day In the Life Of): Improving team effectiveness by analyzing daily activity
- Team Briefings: Sharing organizational information efficiently
- Management By Wandering Around (MBWA): Staying in touch with your team
- Four Dimensions of Relational Work: Matching tasks to interpersonal skills
- Employee Satisfaction Surveys: Learning what your people think
- Accounting for Time: Making best use of a precious resource
- Why the Rules are There: Helping people understand and enforce rules
- Safety in Teams: Fostering a culture of safety
- Team Dynamics
- Forming, Storming, Norming, Performing: Helping new teams perform effectively
- Cog's Ladder: Understanding and accelerating group formation
- Belbin's Team Roles: Understanding team roles can improve team performance
- Benne and Sheats' Group Roles: Identifying positive and negative behaviors
- Margerison-McCann Team Management Profile: Maximizing team effectiveness

- Team Charters: Getting your teams off to a great start
- Building the Trust of Your New Team: Getting real and living the "We" in team
- Team-Building Exercises: Planning activities that actually work
- How to Be a Good Team Player: Maximizing your contribution
- Managing Emotion in Your Team: Maintaining harmony in a group
- Effective Recruitment
- Effective Recruitment: Finding the best people for your team
- When to Create a New Role: Using the right one for the right situation
- Writing a Job Description: Conveying the meaning of the job
- Hiring People: Questions to Ask
- Inbox/In-Tray Assessment: Uncovering how an employee will perform on the job
- Success Profiling: Benchmarking potential recruits against your top people
- Using Recruitment Tests: Hiring with better results
- Aptitude Testing: Assessing the potential for success
- Successful Induction: Getting new team members off to a great start!
- Developing Your Team
- How Well Do You Develop Your People?
- Understanding Developmental Needs: Help your team reach peak performance
- Training Needs Assessment: Making sure your team is properly trained
- Heron's Six Categories of Intervention: Understanding how to help effectively
- Talent Management: Identifying, developing and keeping talented people
- The Peter Principle: Avoiding promotion to a level of incompetence
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Succession Planning: Seamlessly transferring key knowledge, skills, abilities

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- Handling People's Retirement: Transferring knowledge, maintaining motivation
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- Exit Interviews: Getting feedback from departing staff
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- Gagne's Nine Levels of Learning: Training your team effectively
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- Active Training: Maximizing engagement in team learning
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- On-the-Job Training: Developing a hands-on training program
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- Coaching Your Team
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- The GROW Model: Coaching team members to improve performance
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- What is Coaching?
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- Coaching for Team Performance: Improving productivity
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- Coaching with Feedback: Helping your people to improve their performance
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- Coaching for Talent Development: Helping people become more effective
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- Coaching Through Change: Helping people embrace change
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- Informal Coaching for Managers: Knowing when to be a coach
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- High-Performance Coaching: Achieving full potential
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- Building Rapport in Coaching: Developing mutual understanding and trust
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- Coaching to Develop Self-Awareness: Helping people get to know themselves
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- Coaching to Explore Beliefs and Motives: Understanding what drives your people
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- Motivating Your Team
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- How Good are Your Motivation Skills?
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- McClelland's Human Motivation Theory: Discovering what drives members
- 
- Herzberg's Motivators and Hygiene Factors: Learn how to motivate your team
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- Sirota Three-Factor Theory: Keeping employees enthusiastic

- Expectancy Theory: Motivate your team by linking effort with outcome
- Using Maslow's Hierarchy: Building a happier, more satisfied team
- Alderfer's ERG Theory: Understanding the priorities in people's needs
- Pygmalion Motivation: Managing high performance with high expectations
- Theory X and Theory Y: Understanding team member motivation
- Motivating Without Bonuses: Keeping your team happy without a check
- Rewarding and Engaging People
- Understanding Strategic Compensation: Creating the right pay structure
- The Psychological Contract: Meeting your team's unspoken expectations
- Adams' Equity Theory: Balancing employee inputs and outputs
- Hackman and Oldham's Job Characteristics: Understanding job enrichment
- Rewarding Your Team: Learning why "Thank You" is so vital
- Job Enrichment: Increasing job satisfaction
- Keeping Valued Team Members: Restoring commitment to prevent resignations
- Re-Engaging Team Members: Turning negative back to positive
- Performance Management
- Performance Management and KPIs: Linking activities to vision and strategy
- Management by Objectives (MBO): Motivating people with organizational goals
- Performance Appraisals: Getting real results from performance reviews
- Dealing with Poor Performance: Is it lack of ability or low motivation?
- Performance Agreements: Increasing personal accountability
- Delegating Effectively
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## How Well Do You Delegate?

- Successful Delegation: How, when, why
- The Delegation Dilemma
- Avoiding Micromanagement: Helping team members excel ♦ on their own
- Preventing Manager Dependency: Teaching your team to be more independent
- Task Allocation: Pick the right player for the right job
- Managing Different Types of Workers
- Managing Cross-Functional Teams: Balancing team needs and functional lines
- Managing a Geographically Dispersed Team: Achieving goals together, apart
- Managing Part-Time Staff: Strategies for your flexible workforce
- Managing Home-Based Team Members
- Working in Virtual Teams: Team working that overcomes time and space
- Managing Knowledge Workers: Getting the most from them
- Managing Contractors: Hiring, managing, and motivating contract workers
- Managing Freelancers: Finding and motivating independent workers
- Managing Volunteers: Finding the right balance
- Managing Interns: How to find and develop yours
- "Blue Collar" Workers: Making the most of people's hard work and skills
- Emotional Labor: Helping workers present a positive face
- Managing Around the World
- Managing in India: Achieving success in a new culture
- Managing in the UK: Working in a different culture
- Managing in the US: Working in a fast-paced culture



- Managing in Canada: Working in a diverse country
- Difficult Management Situations
- Resolving Team Conflict: Building stronger teams by facing your differences
- Bad Behavior at Work: Using clear criteria to identify and deal with problems
- Managing "Rogues": Controlling disruptive people
- Reducing Sick Leave: Decreasing absenteeism... and its costs
- Formal Warnings: Understanding and issuing them
- Rationalizing Team Activities: Reorganizing priorities in changing times
- When Teams Shrink: Coping with layoffs, and moving on
- Rumors in the Workplace: Managing and preventing them
- Managing During a Downturn: Keeping morale up when the economy is down
- Managing Team Negativity: Overcoming a pessimistic environment
- Historical Management Theories
- Frederick Taylor and Scientific Management: Understanding Taylorism
- Elton Mayo's Hawthorne Experiments: Early exploration of workplace motivation
- Frank and Lillian Gilbreth: Pioneers of ergonomics
- Henri Fayol's Principles of Management: Early management theory

### **Strategy Tools**

- Core Strategy Tools
  - SWOT Analysis: Strengths, weaknesses, opportunities and threats
  - Using the TOWS Matrix: Developing options from an external-internal analysis
  - Porter's Five Forces: Understanding power in a situation

- PEST Analysis: Understanding the big picture
- USP Analysis: Finding your competitive position
- Core Competence Analysis: Building sustainable competitive advantage
- Critical Success Factors: Identifying the things that really matter for success
- Competitive Advantage
- Porter's Diamond: Shaping strategy to reflect national strengths and weaknesses
- ADL Matrix: How industry position influences your strategy
- Ohmae's 3C Model: Bringing together different aspects of strategic thinking
- VRIO Analysis: Making the most of organizational resources
- Competitive Intelligence: Learning what competitors are doing
- Weisbord's Six-Box Model: A starting point for diagnosing organizational issues
- Strategic Options
- Developing Your Strategy: Finding your path to success
- Porter's Generic Strategies: Choosing your route to competitive advantage
- Bowman's Strategy Clock: Making sense of eight competitive positions
- Blue Ocean Strategy: Leaving your competition far behind
- Corporate Social Responsibility: Benefiting your business and the community
- Scenario Analysis: Exploring different futures
- Understanding Game Theory: Using reason to predict future behavior
- Value Disciplines Model: Basing strategy on value
- Organization Design
- Organization Design: Aligning organizational structure with business goals
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The McKinsey 7S Framework: Ensuring all parts of an organization work together

- Miles and Snow's Organizational Strategies: Aligning structure and strategy
- Mintzberg's Organizational Configurations: Understanding organization structure
- The Greiner Curve: Surviving the crises that come with growth
- Strategic Alliances: Partnering for mutual benefit
- Diversification: Reducing business risk and expanding market size
- Strategic Prioritization
- The Boston Matrix: Focusing effort to get the greatest return
- The GE-McKinsey Matrix: Determining investment priorities
- Porter's Value Chain: Understanding how value is created within organizations
- Value Chain Analysis: Achieving excellence in the things that matter
- Value-Based Management: Managing for the long term by maximizing value
- Executing Strategy
- Mission Statements and Vision Statements: The power of purpose
- Practical Business Planning: Understanding the components of future success
- The Pyramid of Purpose: Communicating strategy concisely
- VMOST Analysis: Ensuring organizational activities deliver your vision
- Hoshin Planning System: Steering everyone in the right direction
- The Balanced Scorecard: Motivating employees to deliver your strategy
- The Triple Bottom Line: Measuring your organization's wider impact
- Corporate Governance: Keeping organizations accountable
- Employer Branding: Creating a worker-friendly culture
- Sourcing and Purchasing Strategy

- The Outsourcing Decision Matrix: Analyzing the make-or-buy decision
- Working with Outsourced Suppliers: Communication is key
- The Kraljic Portfolio Purchasing Model: Assessing risk and maximizing profits
- Procurement Management: Increasing the strategic value of purchasing
- Supplier Relationship Management (SRM): Managing suppliers effectively
- Words Used in Outsourcing: A glossary of terms
- The Impact of Culture on Strategy
- The Cultural Web: Aligning your organization's culture with strategy
- Deal and Kennedy's Cultural Model: Understanding corporate rites and rituals
- Congruence Model: Analyzing the elements that define organization's culture
- The Competing Values Framework: Analyzing corporate culture
- Marketing Strategy
- The Marketing Mix and 4 Ps: Understanding how to position your market offering
- 4S Web Marketing Mix: Considering key online marketing elements
- Market Segmentation: Understanding different customer needs are key
- Product Life Cycle: Managing your product to maximize success
- The Product Diffusion Curve: Keeping your marketing message fresh
- The Ansoff Matrix: Understanding the different risks of different options
- The Sales Funnel: Keeping control of your sales pipeline
- Customer Experience Mapping: Seeing your business through customers' eyes
- Manufacturing and Operations
- Lean Manufacturing: Working more efficiently
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Kaizen: Gaining the full benefits of continuous improvement

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- Kanban: Creating efficiency in the workplace
- 
- The Product-Process Matrix: Using the right process
- 
- Just In Time (JIT): Reducing inventory and minimizing waste
- 
- The 5S System: Reducing waste and increasing productivity
- 
- Business Process Reengineering: Using radical change to improve performance
- 
- Value Stream Mapping: Making improvements that add value
- 
- Achieving Economies of Scale: Understanding why bigger can be better
- 
- Supply and Demand Curves: Balancing price and quantity
- 
- Activity-Based Costing (ABC): Understanding what really drives costs
- 
- The Innovation Circle: A process for introducing new products and services
- 
- Quality Strategy
- 
- Zero Defects: Getting it right first time
- 
- Total Quality Management (TQM): Delivering quality at every level
- 
- Deming's 14-Point Philosophy: A recipe for total quality
- 
- Six Sigma: Improving quality systematically
- 
- House of Quality Diagrams: Building customer satisfaction into new products
- 
- Benchmarking: Comparing your performance with the best
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### **Problem Solving**

- Problem Solving Skills - Start Here!
- How Good Is Your Problem Solving?
- General Problem-Solving Tools
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Constructive Controversy: Arguing for and against options

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- Inductive Reasoning: Drawing good, generalized conclusions
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- Avoiding Logical Fallacies: What they are, and how to avoid them
- 
- Failure Mode and Effects Analysis (FMEA): Spotting problems early
- 
- Heuristic Methods: Using rules of thumb
- 
- Problem-Solving Approaches
- 
- Plan-Do-Check-Act (PDCA): Implementing new ideas in a controlled way
- 
- Soft Systems Methodology (SSM): Understanding very complex issues
- 
- Appreciative Inquiry: Solving problems by looking at what's going right
- 
- The Simplex Process: A robust creative problem-solving process
- 
- The Straw Man Concept: Build it up, knock it down
- 
- Finding the Cause of a Problem
- 
- Root Cause Analysis: Tracing a problem to its origins
- 
- CATWOE: Understanding the elements that contribute to a problem
- 
- 5 Whys: Quickly getting to the root of a problem
- 
- Drill-Down: Breaking problems down into manageable parts
- 
- Cause & Effect Diagrams: Identifying likely causes of problems
- 
- Appreciation: Extracting maximum information from facts
- 
- Improving Business Processes
- 
- Writing a Procedure: Avoiding mistakes and omissions
- 
- Flow Charts: Understanding and communicating how a process works
- 
- Using Aides Memoire: Feeding experience back into problem solving
- 
- Swim Lane Diagrams: Mapping and improving processes

- Storyboarding: Planning and checking a process as a team
- Unblocking Bottlenecks: Fixing unbalanced processes
- Queuing Models: Optimizing service and resources
- Diagram-based Tools
- Concept Fan: Widening the search for solutions
- Affinity Diagrams: Organizing ideas into common themes
- Systems Diagrams: Understanding how factors affect one another

### **Decision Making**

- Decision Making Skills - Start Here!
- How Good is Your Decision-Making?
- Decision Making Models
  - The Vroom-Yetton-Jago Decision Model: Deciding how to decide
  - The Kepner-Tregoe Matrix: Making unbiased, risk assessed decisions
  - OODA Loops: Understanding the decision cycle
  - Choosing Between Options
  - Grid Analysis: Making a choice balancing many factors
  - Paired Comparison Analysis: Working out relative importances
  - Analytic Hierarchy Process (AHP): Weighing up many subjective factors
  - Conjoint Analysis: Measuring buyer preferences
  - Pareto Analysis: Using the 80:20 rule to prioritize
  - Decision Trees: Choosing by projecting "expected outcomes"
  - Quantitative Strategic Planning Matrix (QSPM): Choosing the best way forward

- Deciding Whether to Go Ahead
- Go/No-Go Decisions: Deciding whether to go ahead
- Risk Analysis: Evaluating the risks that you face
- Plus, Minus, Interesting: Weighing the pros and cons of a decision
- Force Field Analysis: Analyzing pressures for and against change
- "What If" Analysis: Making decisions by exploring scenarios
- Impact Analysis: Identifying the consequences of a decision
- Financial Decisions
- Cost/Benefit Analysis: Evaluating an option quantitatively
- Break-even Analysis: Determining when a product becomes profitable
- Net Present Value (NPV) and Internal Rate of Return (IRR)
- Cash Flow Forecasting: Testing the viability of a project
- Improving Decision Making
- The Ladder of Inference: Avoiding "jumping to conclusions"
- Decision Making Under Uncertainty: Choosing with limited available information
- "Cautious" or "Courageous"?: Understand your risk preference
- Six Thinking Hats: Looking at a decision from all points of view
- Critical Thinking: Develop the skills for successful thinking
- Blindspot Analysis: Avoiding common fatal flaws in decision making
- Reactive Decision Making: Making good decisions under pressure
- Linear Programming: Optimizing your limited resources
- Monte Carlo Analysis: Bringing uncertainty and risk into forecasting
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The Impact of Ethics and Values

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- The Foursquare Protocol: Learning to manage ethical decisions
- 
- What Are Your Values?: Deciding what's most important in life
- 
- Spiral Dynamics: Understanding how people's values may affect their decisions
- 
- Group Decision Making
- 
- Organizing Team Decision-Making: Reaching consensus for better decisions
- 
- Multi-Voting: Choosing fairly between many options
- 
- Nominal Group Technique: Prioritizing issues and projects to achieve consensus
- 
- Stepladder Technique: Making better group decisions
- 
- The Delphi Technique: Achieving well thought-through consensus among experts
- 
- Avoiding Groupthink: Avoiding fatal flaws in group decision making
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### **Project Management**

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- Project Management - Start Here!
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- How Good Are Your Project Management Skills?
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- Program Management
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- The Iron Triangle of Project Management
- 
- Project and Program Management Glossary
- 
- Project Management Framework
- 
- Project Management Phases and Processes: Structuring your project
- 
- The Planning Cycle: A planning process for medium-sized projects
- 
- Logframes and the Logical Framework Approach: Planning robust projects
- 
- How to Write a Business Case: Getting approval and funding for your project
-

Project Initiation Documents: Getting your project off to a great start

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- Project Charters: Getting your project off to a good start
- 
- Request for Proposal (RFP) Documents: Using a competitive bidding process
- 
- Risk Impact/Probability Chart: Learning to prioritize risks
- 
- Project Issue Management: Identifying and resolving issues
- 
- Business Testing in Projects: Involving real users as an important testing step
- 
- Benefits Management: Getting the greatest possible benefit from a project
- 
- Why Do Projects Fail?: Learning how to avoid project failure
- 
- Rationalizing Your Project Portfolio: Delivering benefits with limited resources
- 
- Managing Project Finances: Understanding and controlling project costs
- 
- Project Close Activities: Ending projects properly
- 
- Scheduling
- 
- Project Schedule Development: Planning the timing and sequence of activities
- 
- Action Plans: Small-scale planning
- 
- Planning Large Projects and Programs
- 
- Estimating Time Accurately: A key to project success
- 
- Gantt Charts: Planning and scheduling more complex projects
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- Critical Path Analysis and PERT Charts: Planning more complex projects
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- Scope Management
- 
- Business Requirements Analysis: Clearly agreeing what you're going to deliver
- 
- Work Breakdown Structures: Mapping out the work within a project
- 
- Scope Control: Avoiding too many changes in projects
- 
- Building Support for Your Projects

- Stakeholder Analysis: Winning support for your projects
- Stakeholder Management: Planning stakeholder communication
- Project and Program Governance: Using senior management support
- Working with Project Sponsors
- The Responsibility Assignment Matrix (RAM): Knowing where the buck stops
- The RACI Matrix: Structuring accountabilities for maximum efficiency and results
- Influence Maps: Uncovering where the power lies in your projects
- Communication
- Project Dashboards: Quickly communicating project progress
- Project Milestone Reporting: Monitoring significant check points
- Change Management
- How Good Are Your Change Management Skills?
- Change Management: Making organizational change happen effectively
- Overcoming Cultural Barriers to Change: Moving to a high performance culture
- Lewin's Change Management Model: Understanding the three stages of change
- Beckhard and Harris's Change Equation: Overcoming resistance to change
- Using the Change Curve: Accelerating and improving change
- Leavitt's Diamond: An integrated approach to change
- Burke-Litwin Change Model: Unraveling the dynamics of organizational change
- Kotter's 8-Step Change Model: Implementing change powerfully and successfully
- Changing People's Habits: Encouraging and sustaining new behaviors
- Why Change Can Fail: Knowing what not to do
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SIPOC Diagrams: Making sure your change process serves everyone

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- Review
- 
- After Action Review (AAR) Process: Learning from your actions
- 
- Post-Implementation Reviews: Making sure that your deliverables actually work
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- Conducting a Project Healthcheck: Finding out how a project is progressing
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### **Time Management**

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- Time Management - Start Here!
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- How Good is Your Time Management?
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- How Productive Are You?
- 
- General Time Management Tools
- 
- Activity Logs: Finding out how you really spend your time
- 
- Prioritized To Do Lists: Taking control of your time
- 
- Action Programs: Becoming exceptionally well organized
- 
- Costing Your Time: Finding out how much your time is worth
- 
- Multitasking: Can it help you get more done?
- 
- Leverage: Achieving much more with the same effort
- 
- How to Be Organized: Taking control of your day
- 
- The Art of Filing: Managing your documents... and your time
- 
- Prioritization
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- Prioritization: Making best use of your time and resources
- 
- The Urgent/Important Matrix: Using time effectively, not just efficiently
- 
- The Action Priority Matrix: Making the very most of your opportunities
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## Scheduling

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- Effective Scheduling: Planning to make the best use of your time
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- Pickle Jar Theory: Make your schedule work. Leave time for fun!
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- Is This a "Morning" Task?: Scheduling important activities for the right time of day
- 
- Time Management Challenges
- 
- Managing Interruptions: Maintain focus. Keep control of your time.
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- Dealing with Lateness: Solving punctuality problems
- 
- Organizing Disorganized People: Motivating your team to change
- 
- Minimizing Distractions: Managing your work environment
- 
- The Art of Concise Conversations: Stick to the point ♦ humanely
- 
- Creating Time in Your Day: Maximizing a busy schedule
- 
- Concentration and Focus
- 
- Improve Your Concentration: Achieving focus amid distractions
- 
- In Flow: Maximizing productivity through improved focus
- 
- Flow Model: Balancing challenge and skills
- 
- Working From Home: Staying focused amid distractions
- 
- Goal Setting
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- Personal Goal Setting: Planning to live your life your way
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- Locke's Goal Setting Theory: Understanding SMART goal setting
- 
- Backward Goal-Setting: Using backward planning to set goals
- 
- Golden Rules of Goal Setting: Five rules to set yourself up for success
- 
- Using Well-Formed Outcomes in Goal Setting
- 
- Personal Mission Statements: Defining your goals

- Visualization: Imagining ♦ and achieving ♦ your goals
- Treasure Mapping: Visualizing your goal for greater achievement
- New Year's Resolutions: Planning for a year of achievement
- Self-Motivation
- How Self-Motivated Are You?: Taking charge of your goals and achievements
- Motivating Yourself: Practical tools and strategies
- Are You a Procrastinator?
- Beating Procrastination: Manage your time. Get it all done.

### **Stress Management**

- Stress Management - Start Here!
- The Holmes and Rahe Stress Scale
- Burnout Self-Test
- Stress Diary
- Action-Based Strategies
- Job Analysis: Zeroing in on what your job's about
- Managing Your Boundaries: Ensuring that others respect your needs
- The Breaking Point
- Perception-Based Strategies
- Are You a Positive or Negative Thinker?: Learn about how you think
- Thought Awareness, Rational Thinking and Positive Thinking
- Cognitive Restructuring: Reducing stress by changing the way you think
- Imagery: Mental stress management

- Coping Strategies
- Toffler's Stability Zones: Finding peace amid chaos
- Meditation for Stress Management: Simple meditation techniques
- How to be Patient: Learning to stay calm
- Ready for a Real Vacation?: Preparing to make the most of your precious time
- Surviving Business Travel: Minimizing stress during business trips
- Managing Performance Stress
- Performance Planning: Planning ahead to reduce performance stress
- Centering: Gaining control before a performance
- Relaxation and Sleep
- Physical Relaxation Techniques: Deep breathing, PMR and more
- How to Relax After a Hard Day: Leaving work at work
- Rest, Relaxation and Sleep
- Getting a Good Night's Sleep: Starting each day fresh, and full of energy
- Self-Confidence and Self-Esteem
- How Self-Confident Are You?
- Building Self-Confidence: Prepare yourself for success
- Boosting Your Self-Esteem: Improving the way you feel about yourself
- Beating Self-Sabotage: Recognizing and overcoming it
- Anger Management
- How Good is Your Anger Management?
- Anger Management: Learning to control aggression
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## Communication Skills

- Communication Skills - Start Here!
- How Good Are Your Communication Skills?
- Planning and Structuring
  - Communications Planning: Getting the right message over, in the right way
  - Monroe's Motivated Sequence: Perfecting the call to act
  - The Rhetorical Triangle: Making your writing credible, appealing and logical
  - The 7 Cs of Communication: A checklist for clear communication
  - The Communication Cycle: Six steps to better communication
  - Jargon Busting: Communicating without creating barriers
  - Powers of Persuasion: Understanding the dos and don'ts of persuading
  - Creating a Value Proposition: Communicating benefits simply and clearly
  - Business Story-Telling: Using stories to inspire
  - Chunking: Grouping information so it's more easily understood
  - Questioning Techniques: Asking questions effectively
  - Keep It Simple: Avoiding confusion and complexity
  - Communicating in Person
  - Making a Great First Impression
  - Body Language: Understanding non-verbal communication
  - Mehrabian's Communication Model: Learning to communicate clearly
  - Neuro-Linguistic Programming: Achieving excellence in communication
  - Assertiveness: Getting what you want by working WITH people, not against them
  -



Developing "Character": Learning how to stand your ground

- 
- Active Listening: Hear what people are really saying
- 
- Empathic Listening: Going beyond active listening
- 
- Thinking On Your Feet: Staying cool and confident under pressure
- 
- Working with the Media: How to make a good impression
- 
- Feedback
- 
- Giving and Receiving Feedback: Keeping performance high, and well-integrated
- 
- 360◆ Feedback: Encouraging teamwork and improving performance
- 
- Feedback Matrix: Using feedback constructively
- 
- Managing Complaints and Feedback: Improving the way that you do things
- 
- Meetings
- 
- Running Effective Meetings: Establishing an objective and sticking to it
- 
- Writing Meeting Notes: Creating effective, actionable records
- 
- Running Teleconferences: Chairing effective phone meetings
- 
- Planning a Workshop: Organizing and running a successful event
- 
- Planning an "Away Day": Getting the most from your off-site meeting
- 
- Ice Breakers: Easing group contribution
- 
- The Role of a Facilitator: Guiding an event through to a successful conclusion
- 
- Dialogue Mapping: Bringing order to chaotic meetings
- 
- Managing Conflict in Meetings: Handling disagreements on the spot
- 
- Presentations
- 
- How Good Are Your Presentation Skills?
- 
- The Presentation Planning Checklist

- Better Public Speaking and Presentation
- Delivering Great Presentations: Ensuring the right delivery, content and slides
- Speaking to an Audience: Communicate complex ideas successfully
- Managing Presentation Nerves: Coping with the fear within
- Communicating in Writing
- Writing Skills: Getting your written message across clearly
- Writing Effective Emails: Making sure your messages get read and acted upon
- Writing Reports: Using the business report format
- Charts and Graphs: Choosing the right format
- AIDA: Attention-Interest-Desire-Action: Inspiring action with your writing
- Using Twitter for Work: Using social media effectively
- Using LinkedIn Effectively: Growing your professional network
- Using Instant Messaging (IM) Effectively: Dos and don'ts for quick communication
- Negotiation
- Win-Win Negotiation: Finding a fair compromise
- Integrative Negotiation: Negotiating a "win-win" solution
- Distributive Bargaining: Negotiating when you can't both win
- "Yes" to the Person, "No" to the Task: Saying "No" but maintaining relationships
- Persuasion Tools Model: Finding the right negotiation style
- Difficult Communication Situations
- Transactional Analysis: Learning the secret games people play
- Role Playing: Preparing for difficult conversations and situations
-

Minority Influence Strategy: Changing people's minds... despite the odds

- 
- Opening Closed Minds: Getting past an initial "No"
- 
- How to Handle Criticism: Accepting feedback with good grace
- 
- Dealing with Unfair Criticism: Responding calmly to unwarranted criticism
- 
- Conflict Resolution: Resolving conflict rationally and effectively
- 
- Communicating in a Crisis: Don't shut down communication
- 
- Delivering Bad News: Terminating employment honestly and respectfully
- 
- Dealing with Unhappy Customers: Turning a challenge into an opportunity
- 
- Understanding Others Better
- 
- The Johari Window: Helping people understand one-another
- 
- Perceptual Positions: Seeing other points of view
- 
- Concept Attainment: Reaching a shared understanding of important ideas
- 
- The Betari Box: Linking attitude and behavior
- 
- Empathy at Work: Developing skills to understand other people
- 
- Cross-Culture Communication
- 
- Cross-Culture Communication: Collaborative efforts a must!
- 
- Cross-Cultural Business Etiquette: Learning the ins and outs of global business
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### **Creativity Techniques**

- Creativity Skills - Start Here!
- Brainstorming
  - Brainstorming: Generating many radical ideas
  - Brainwriting: Getting more from your idea session
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Reverse Brainstorming: A different approach to brainstorming

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Starbursting: Understanding new ideas by brainstorming questions

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Charette Procedure: Brainstorming multiple ideas with multiple stakeholders

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Crawford's Slip Writing Method: Gathering ideas from many contributors

▪

Round Robin Brainstorming: Allowing everyone to contribute

▪

Other Idea-Generation Tools

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Random Input: Making creative leaps

▪

Metaphorical Thinking: Using comparisons to solve problems

▪

Provocation: Carrying out thought experiments

▪

Reversal: Improving products and services

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SCAMPER: Generating new products and services

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Attribute Listing: Creating new products and services

▪

The Reframing Matrix: Generating different perspectives

▪

Creativity Processes

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DO IT: A simple process for creativity

▪

TRIZ: A powerful methodology for creative problem-solving

▪

Practical Innovation: Managing ideas effectively

▪

Kano Model Analysis: Developing products that delight

▪

Generating New Ideas: Think differently and spark creativity

▪

Turn Your Idea into Reality: Getting good ideas off the drawing board

▪

Disney Creative Strategy: Fusing imagination and planning

▪

Synectics: A backstop creativity process

▪

## **Learning & Study Skills**

- Learning Skills - Start Here!
- General Learning Skills
  - Mind Maps: Taking notes effectively
  - Cornell Note Taking: Another good note-taking approach
  - Learning Styles: Learn in the way that suits you
  - Gardner's Multiple Intelligences: Distinguishing individual profiles
  - 4MAT: Delivering instruction everyone understands
  - Case Study-Based Learning: Enhancing learning through immediate application
  - The Conscious Competence Ladder: Making learning a more satisfying process
  - Bloom's Taxonomy of Educational Objectives: Learning at the right level
  - Learning Curves: Learning faster to improve efficiency
  - Getting the Most from Training Programs: Managing your learning
  - Encouraging Learning in the Workplace: Helping others learn
  - Knowledge Management: Making the most of intellectual assets
  - Competency Frameworks: Company objectives and personal performance
  - Developing Surveys: Asking the right questions the right way
  - Reading More Effectively
    - Speed Reading: Learning to read more efficiently
    - Reading Strategies: Reading quickly by reading intelligently
    - Overcoming Information Overload: Strategies for managing information
  - SQ3R: Fully absorbing written information
  - Review Techniques: Keeping information fresh in your mind
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Information Gathering: Information is inspiration

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- Memory Techniques
- 
- Memory Improvement Techniques - Start Here!
- 
- Improve Your Memory: Developing your ability to remember
- 
- The Link and Story Methods: Remembering a simple list
- 
- The Number/Rhyme Mnemonic: Remembering ordered lists
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- The Number/Shape Mnemonic: Remembering ordered lists
- 
- The Alphabet Technique: Remembering middle length lists
- 
- The Journey System: Remembering long lists
- 
- The Roman Room System: Remembering grouped information
- 
- The Major System: Remembering very long numbers
- 
- Memory Games: Have fun while you improve your memory
- 
- How to... Remember People's Names

### **Career Skills**

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- Career Skills - Start Here!
- 
- Thinking About Career Direction
- 
- Finding Career Direction: Discover yourself and your purpose
- 
- Schein's Career Anchors: Understanding what inspires you in your career
- 
- How Do You "Add Value"?: Understanding how you contribute to the bottom line
- 
- Possibilities: Unlocking your own potential
- 
- Holland's Codes: Shaping your career to suit your work personality
- 
- Locus of Control: Are you in charge of your destiny?
-

## Understanding Your Strengths

- Personal SWOT Analysis: Making the most of your talents and opportunities
- StrengthsFinder: Discovering your true potential
- Benziger's Personality Types: Using your natural talents
- Your Reflected Best Self : Getting a deeper understanding of your strengths
- Career Tests
- Psychometric Testing: Measuring "hidden" traits
- Myers-Briggs Personality Testing: Understanding how we relate to the world
- The DiSC Model: Understanding people's personal styles
- FIRO-B: Understanding your interpersonal needs
- The California Psychological Inventory (CPI): Identifying leadership traits
- The Hogan Development Survey: Identifying career derailing behaviors
- Behavioral Assessments: How personality affects the way people do their jobs
- The Big Five Personality Traits Model: Comparing personalities with roles
- Enhancing Your Job
- Creating Job Satisfaction: Getting the most from your job
- Working with Purpose: Bringing more meaning to your career
- Job Crafting: Shaping your job to fit you better
- Changing Career Within Your Organization: Staying challenged with a new role
- Effective Working Relationships
- Emotional Intelligence: Developing strong "people skills"
- Why Soft Skills Matter: Making sure your hard skills shine
- Working with Powerful People: Managing relationships for career success

- Managing Your Boss: Developing an effective working relationship
- Motivating Managers: Improving morale and engagement
- Getting a New Boss: Starting an important new relationship in a positive way
- Finding Your Allies: Building strong and supportive relationships at work
- Professional Networking: Building relationships for mutual benefit
- Eldred's Power Strategies: Avoiding "tall poppy syndrome"
- General Career Skills
- Managing Your Emotions at Work: Controlling feelings before they control you
- Customer Service Mindset: Getting passionate about satisfying others
- Representing Your Organization at a Conference
- Sales Skills for Non-Salespeople: Using "consultative selling"
- Working Abroad: Making the most of an overseas placement
- When Work Involves Socializing: Knowing what's appropriate and what's not
- Finance for Non-Specialists
- Understanding Accounts: Basic finance for non-financial managers
- Managing a Budget: Setting and sticking to financial targets
- The Thrifty Manager: Cutting costs the smart way
- Words Used in Financial Accounting: A glossary of terms
- Words Used in Corporate Finance: A glossary of terms
- Getting Ahead
- Making the Right Career Move: Choosing the role that's best for you
- Getting Noticed: Staying "visible" at work
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Get the Recognition You Deserve: Learning how to get praise

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Future Proof Your Career: Developing skills for your future as well as for today

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Overcoming a Lack of Qualifications: Gaining the skills you need

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Career Progression in a Flat Organization: Furthering careers without promotions

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Breaking the Glass Ceiling: Reaching for the top with everyday tools

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How to Ask for a Pay Raise: Objectively evaluating your value to your organization

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Get Ready for Promotion: Showing what you can do

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Promotion Selection Panels: Creating a great impression for everyone

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Success Programming: Affirming your successful future

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What's Your Reputation?: Building a reputation consistent with your career goals

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Self-Mastery: Learning personal leadership

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Overcoming Fear of Failure: Facing fears and moving forward

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Fear of Success: Overcoming fear of change

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Navigating Career Stages

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Starting a New Job: Getting used to your new role

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From Technical Expert to Manager: Learning management skills

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Surviving a Merger: Taking control and proving your value

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Life after Job Loss: Coping with the emotional turmoil

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"Re-interview" for Your Own Job: Getting rehired after a company restructure

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I'm Back!: Returning to work after an extended absence

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A Happy Ending: Wrapping up your current role before moving on

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Returning from Vacation: Handling work after a break

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Achieving Quick Wins: Building confidence with quick results

- Mentoring and Coaching
- Mentoring: A mutually beneficial partnership
- Mentoring Skills: Using your knowledge and experience to help others
- Finding a Mentor: Getting support from someone who's been there before
- Mentoring: An essential leadership skill
- Coach Yourself to Success: Learning to help yourself
- Understanding Different Sectors
- Managing in Nonprofit Organizations: Understanding the not-for-profit environment
- Professional Services Organizations: Understanding how they work
- Managing in Public Sector Organizations: Exploring the challenges
- Working for a Small Business: Understanding the pros and cons
- Working in a Family Business: Understanding the pros and cons
- Entrepreneurial Skills: What you need to know to run your own business
- Working for Yourself: Surviving and thriving in self-employment
- Work/Life Balance
- The Wheel of Life: Finding balance in your life
- Using the Life Career Rainbow: Finding a work/life balance that suits you
- Dealing with Challenges
- Asking for Help: Getting help without looking weak
- Avoiding Discrimination: Minimize problems by being prepared
- Living with a Lack of Job Security: Coping with uncertainty
- Surviving a Downturn: Managing your career in an unstable economy
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Generation Y's First Recession: Standing out while blending in

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- Escaping Micromanagement: Becoming more independent
- 
- Combining Parenthood and Work: Understanding and managing the challenges
- 
- Doing More than One Job: How to juggle multiple roles at work
- 
- Back On Track: Overcoming a major setback in your career
- 
- Whistleblowing: Understanding the issues and risks
- 
- Dealing with Difficult People
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- Good Manners in the Office: Realizing there's no excuse for discourtesy
- 
- Egos at Work: Managing a co-worker's superiority complex
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- Dealing with Difficult People: Learning to fight back... on your terms
- 
- Dealing with Office Politics: Navigating the minefield
- 
- Stop Playing "The Blame Game": Finding solutions rather than finding fault
- 
- Bullying in the Workplace: What is it and what can you do?
- 
- Working with Lazy People: Motivating idle colleagues
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Mind Mapping Memory Techniques, Authorized Trainer

**Mr. Ram Verma**

**Certified Practitioner & Trainer**

**N.F.N.L.P. (U.S.A.)**

