

## Honing our Organisational Skills

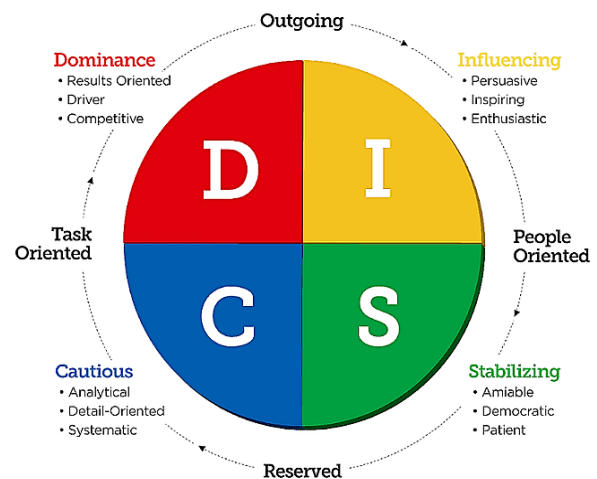


**As part of its training programme, WOAAH invited 20 staff members to participate in a face-to-face training workshop at HQ earlier this year. They learned how to sharpen their organisational skills at work and summarised their findings with us.**

## The DISC model hones interpersonal and communication-driven teamwork

Adapting to others is the golden rule when it comes to communication! The DISC model, designed for both individuals and teams, allows us to communicate effectively by learning how to better adapt to the people we are communicating with.

DISC encompasses four communication profiles: D-Dominance, which takes a problem-solving approach; I-Influencing, which focuses on interpersonal relations; S-Stabilising, which addresses pace and energy level; and C-Cautious, which examines responses to rules and procedures.



Recognising ourselves and others within the DISC profile allows us to better communicate. Here are some things we can do when working with each of the four profiles.

## Communicating with D (Dominance) profiles

- Do not ramble on or waste their time.
- Stay on task.
- Be clear, specific and to the point.
- Do not try to build personal relationships or chitchat.
- Come prepared with all objectives and requirements in a well-organised manner.
- Be prepared and organised.
- Present the facts logically; plan your presentation efficiently.

## Communicating with I (Influencing) profiles

- Talk and ask about their ideas and goals.
- Plan interaction supporting their goals and ideas.
- Allow time for relating and socialising.
- Do not drive to facts, figures and alternatives.
- Help them get organised and put details in writing.
- Do not leave decisions in the air.
- Provide ideas for implementing action.
- Provide testimonials from people they see as important or prominent.

- Provide alternatives and choices so they can make their own decisions.
- If you disagree, focus on the facts, not the High D's personality.
- Offer incentives for their willingness to take risks.

### Communicating with S (Stabilising) profiles

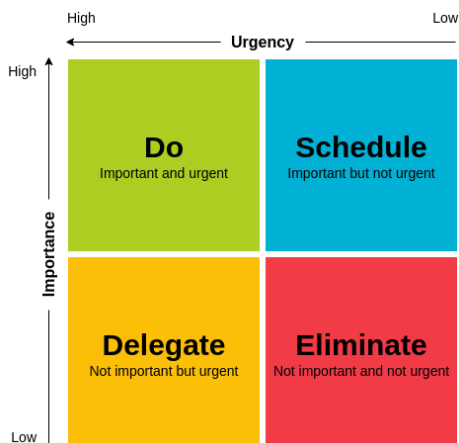
- Do not rush headlong into business or the agenda.
- Show sincere interest in them as people.
- Draw out their personal goals and objectives.
- Do not force them to make a quick response.
- Present your case logically, non-threateningly and in writing.
- Break the ice with some personal comments.
- Ask specific questions. (How?)
- Do not interrupt as they speak. Listen carefully.
- Avoid hurting feelings if the situation impacts them personally.

### Communicating with C (Cautious) profiles

- Approach them in a straightforward, direct way.
- Recognise they may be uncomfortable speaking to large groups.
- Ask them if they see the issue the same way as you do.
- Provide them with information and the time they need to make a decision.
- Do not be informal, casual, or personal.
- Build credibility by looking at each side of the issue.
- Do not force a quick decision.
- Be clear about expectations and deadlines.
- If you disagree, prove it with data and facts or testimonials from reliable sources.

To discover your profile, [take the DISC test here](#).

### Using the Eisenhower Matrix to prioritise and manage time



The Eisenhower Matrix is a way to organise tasks by urgency and importance, so we can effectively prioritise our most important work. Using this tool, we divide our tasks into four boxes based on 1) the tasks we do first, 2) the ones we schedule for later, 3) tasks we delegate, and 4) those we eliminate.

With effective prioritisation, we can increase our productivity and ensure that our most urgent tasks get immediate attention.

#### Putting our big rocks first

And because our time is limited, we must be mindful of our choices. Attending to the most important things first is the lesson in this [Big Rocks video on time management](#) by The 7 Big Rocks Productivity System.

### Sharing ideas and competencies for collective efficiency and collaboration



Revisiting Aesop's fable of 'The Hare and the Tortoise', this video shows that our work is better achieved through dialogue, knowledge sharing and harnessing each other's core competencies.

Watch the 4-minute video [Teamwork - The Rabbit and Turtle Modern Race Story](#) by Absolute Online Web.

### Staying focused and improving effectiveness with the Pomodoro Technique

Invented by Francesco Cirillo and inspired by his tomato-shaped kitchen timer ('pomodoro' means tomato in Italian), this technique can be helpful to stay focused and avoid distractions. It also helps you to structure and plan work to maintain a high level of productivity and motivation, without getting overwhelmed by heavy workloads. The technique breaks down tasks to keep you as focused as possible on each task for a limited time. Give this technique a try by following the five steps below:

# WHAT IS THE POMODORO TECHNIQUE?

A method for staying focused and mentally fresh

STEP 1



Pick a task

STEP 2



Set a 25-minute timer

STEP 3



Work on your task until the time is up

STEP 4



Take a 5 minute break

STEP 5



Every 4 pomodoros, take a longer 15-30 minute break

## Interested in this training?

Reach out to the HR team and request an organisational training for you and your teams. Hopefully, new sessions can be organised based on interest and availability of the trainers. Meanwhile, do not hesitate to share your tools and secrets to better organise your daily work through the Viva Engage (former Yammer) channel of the [WOAH In-house Community](#).

More information:

[The Pomodoro Technique — Why It Works & How To Do It \(todoist.com\)](https://todoist.com)

[How to Use the Pomodoro Technique \(And Why\) \(unito.io\)](https://unito.io)

*The Pomodoro Technique: Do More and Have Fun with Time Management*, Francesco Cirillo, 2013

We would like to thank Aline Rousier, Ingrid Contreras and Sarah Daemi for submitting this article to *In-house Times*.

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