

New Way of Effective Communications for Managers

- Understanding Your Subordinates Through Their Handwriting

Introduction

How effective are you when it comes to communicating with your subordinates? What was once considered a “soft” skill is now seen to have “hard” business impacts. The costs to your organization when you fail to communicate effectively include:

- increased employee turnover
- increased absenteeism
- dissatisfied customers from poor customer service
- higher product defect rates
- lack of focus on business objectives
- stifled innovation

Your subordinates will put in that extra "discretionary effort" when they are kept informed openly and honestly on aspects of their jobs and the business and when they feel that they are being listened to with empathy.

One way to create effective communication is by understanding your subordinates better.

Basically communication in your workplace should satisfy the three keys employees need before they can be engaged and highly productive. Each and every employee needs to:

1. Know the facts about the organization and their specific job i.e. what businesses are the organization in, who are the customers, specific details about products and services, who to see when there is a problem etc
2. Master the practical skills required to do their job well i.e. availability of standard methods for example on how to repair a machine, filling out the necessary forms, manufacturing products etc
3. Feel the interaction that give them a sense of belonging and self-worth i.e. being listened to, knowing that you respect and value and also trust them etc.

Normally managers predominantly concentrate on the facts communication, lesser on master the skills communication and most of the time not at all on the feel communication.

Unfortunately feel communication becomes more and more important especially for generation Z. The feel communication is what makes employees distinctly human and also could drive them to outstanding achievement in work and outside of work

To develop the feel communication, you need to understand your subordinates. One of the ways to understand your subordinates is by understanding their personality through their handwriting.

How does handwriting revealed personality?

Handwriting is called brain writing, as it is a projection from our subconscious mind. Handwriting is formed in a specific part of our brain that controls language. This small part of the brain that controlled both our writing and speaking is hardwired to our nervous system where if this part is injured, our writing and speaking abilities will be compromised.

Handwriting analysis is a scientific method of identifying and evaluating traits of personality. The individuality shown in a page of handwriting tells more about a person than he may know about himself. A person's handwriting is an X-ray photograph of his inner self, his tastes, desires, mental process, maturity, vocational aptitudes and cultural desire

Therefore with this knowledge you could understand each of your subordinates and appropriately communicate with them that will satisfy all the three keys.

Course Objectives

The objectives of the course are to:

1. Introduce to the participants a tool that could be use to understand the personality their subordinates better
2. Provide solutions on how to improve communications especially in the feel communication area
3. Provide managers on the better understanding about themselves and how they could improve and become better managers

Course Outline:

No.	Topic	Time
	Day 1	
1.	Registration	8:30 – 9:00 a.m.
2.	Introduction session	
	- Ice breaker	
	- Reasons why the participants attend the training	9:00 – 9:30 a.m.

- Something about the trainer
3. What to know about handwriting?
 - What is handwriting? Explanation on handwriting 9:30 – 10:00 a.m.
 - Samples of handwriting
 4. What is handwriting analysis? 10:00 – 10:30 a.m.
 - Brief history of handwriting analysis
 - What can be reveals through handwriting?
 - What could not be reveals through handwriting?
 - Explanation of five important things in handwriting analysis
 - Frequent ask question
 5. Tea break 10:30 – 10:45 a.m.
 6. The need to understand individual personality to develop effective communication? 10:45 – 11:15 a.m.
 7. The importance knowing the emotional responsiveness of your subordinates 11:15 – 12:15 a.m.
 - How to make simple measurement

Why it is important to know your subordinates' emotional intensity
 8. Discussion 12:15 – 1:00 p.m.
 9. Lunch break 1:00 – 2:00 p.m.
 10. Short mind twisters 2:00 – 2:30 p.m.
 11. Mental process 3:00 – 3:30 p.m.

Learning ability:

 - Cumulative Thinker
 - Surface Thinker
 - Investigative Thinker
 - Comprehensive Thinker
 - Analytical

Discuss why it is important to understand
 12. Tea break 3:30 – 3:45 p.m.
 13. Understanding the habits that would affect work performance 3:45 – 4:30 p.m.
 - Open mindedness
 - Stubborn
 - Temper

- Sensitive to criticism

14. Question and answer 4:30 – 5:00 p.m.

15. End of day 1 5:00 p.m.

Day 2

16. Understanding the habits that would affect work performance 9:00 – 10:30 a.m.

- Low self-esteem
- Procrastination
- Self-consciousness
- Sarcasm
- Dishonesty
- Fear of success

17. Tea break 10:30 – 10:45 a.m.

18. Samples / Discussion 10:45 – 11:15 a.m.

19. Understanding the habits that would support work performance 11:15 – 12:45 p.m.

- High self-esteem
- High self-confidence
- Determination
- Persistency
- Optimistic
- Enthusiastic
- Diplomacy
- Concentration

20. Lunch break 1:00 – 2:00 p.m.

21. Other traits: 2:00 – 3:00 p.m.

- Want to be different
- Loyal
- Humor
- Focus to details
- Will power
- Self control
- Talkative
- Secretive

Other negative traits

- Aggressiveness
- Resentment

- Dominant
 - Domineering
 - Pessimism
22. Introduction to grapho-therapy 3:00 – 3:30 p.m.
- Participants will be brief on the outcome of using grapho-therapy
 - How to use the grapho-therapy
 - Participants get to know what alphabet to change and what's the impact
23. Tea break 3:30 – 3:45 p.m.
24. Discussion 3:45 – 4:15 p.m.
25. Question and Answer 4:15 – 5:00 p.m.
26. End of day 2 5:00 p.m

Key Benefits

From this training, participants will be able to understand their subordinates better. Based on that understanding participants develop the most effective way to communicate with their subordinates. They will also understand that different person has different habits that sometimes may raise issues within the organisation.

With this new understanding, participants are able to deal with these issues professionally.

Participants are able to understand themselves better, improve their strengths further and eliminate their weaknesses in order to become more effective managers.

The training will also give the basic knowledge that would able the participants to perform simple analysis and give a general knowledge about the personality of the writer.

Things to remember

1. Participants will not be handwriting analyst only by attending these two days course. It will take more than two days knowledge to become a handwriting analyst. However this course will give a general idea of how handwriting analyst works and the participant can also perform a simple analysis to give a general idea about a person.

2. Participants must remember not to judge people only by looking at one trait in the handwriting. For example if there is one dishonesty trait appear in the whole page of the handwriting would not means that the writer is a liar.
3. Please get handwriting analyst advise or analysis if participants wants a detailed analysis of a person or there are this that the participants not sure about. Please do not make assumption on things.
4. Participants are not allowed to use handwriting analysis to manipulate people. Handwriting analysis is a good tools to get to know ourselves better and the people around us and should be use to make improvement

Who should attend?

People who are interested to know more about handwriting analysis, head of department, lawyers, bankers, psychiatrist, trainers, consultants, psychologist

Biography of the trainer

Khadijah Ibrahim had a Diploma in Chemical Engineering from the Universiti Teknologi Malaysia and further her study in Chemical Process Engineering and Fuel Technology in The University of Sheffield, United Kingdom. After graduating from The University of Sheffield, she worked in an international company as a chemist where later on promoted to QA Manager.

Khadijah's interests in personalities and people's characters had brought her to learning about handwriting analysis and grapho-therapy. With this interest, she had learned to become handwriting analyst and is now a certified Handwriting Analyst from the Handwriting University, Dallas USA since September 2006. Her interests in handwriting analysis had changed her purpose of life where Khadijah wants to share her knowledge with as many people as possible, assist and inspire people especially the young minds to improve themselves and be successful in their life. Currently she is continuing her studies in handwriting analysis with Dr Erika Karoh's Handwriting Analysis Certification course. She was also under mentorship program with Jack Canfield's Success Principles Coaching program.

With the sharing of this knowledge in mind, Khadijah had wrote a book "Tulisan Cerminan Personaliti Diri" that talk about the basic of handwriting analysis and guides on how the readers could get to know themselves and the people around them better. Her book had caught the media eyes where it was reviewed by the New Straits Times in November 2007 and interviewed by Malaysia Hari Ini; TV3 in January 2008.

Khadijah used the handwriting analysis as part of the interviewing process in selecting new employees and compatibility of job to the person and the compatibility of the person with the rest of the team. She also provides handwriting analysis services for individual and companies