

A publication of the  
Girl Scouts of the Philippines  
Training Division

# Training Helps

## Just Because Their Eyes Are Open Doesn't Mean They're Awake

Article by Alan Matthews

You know that expression people have when they're daydreaming? Their eyes are open but you can tell there's nothing going on inside. As they say, the lights are on but no one's home. They've switched off and, if you're talking to them, they're certainly not listening.

It's not something you want to see as a trainer when you look out at the faces in front of you. But daydreaming is a very natural thing to do. In fact, it's just the way the brain works.

In his book "How The Brain Learns" (which I would recommend to all trainers) David Sousa says, "The brain is constantly scanning its environment for stimuli. An environment that contains mainly predictable or repeated stimuli lowers the brain's interest and tempts it to turn within for novel sensations."

In other words, when we get bored, we start to daydream. We think about something more interesting than what's going on around us.

It's very easy for this to happen if someone is in a training room and spending a long time just sitting listening to a trainer talking, with no activity, no interaction and no variety. You've probably felt it yourself when you've been on a course, or particularly if you've been listening to a presentation – that point where, even if you've been trying to pay attention, you've found your mind wandering off. It's actually your brain saying, "This is dull, what else can I find to do?"

How can you stop this from happening if you're the one doing the training?

Well, the simple answer is – be interesting.

A more helpful answer is – mix things up, get some variety in your training. Keep the sections where you're doing all the talking



10800040 [RM] (c) www.visualphotos.com

to a minimum, change the style of delivery and use different media. And, most importantly, get people involved.

There are lots of quick ways you can do this:

- Ask people questions
- Ask them for questions
- Ask people to talk to their seatmate about something you've said
- Put them in pairs or group to consider a point or come up with ideas about something
- Give them a quick quiz
- Ask for a show of hands in response to a question or suggestion
- Ask people to "stand and share" – stand up and share one thing they've learned (or want to learn) with someone else
- Use attention-grabbing, bright, bold visual aids
- Play some music
- Play a short video clip
- Ask people to reflect individually on something you've talked about and what they'll do about it

I'm not suggesting that people can't focus or concentrate at all and I've warned in the past about the danger of "hyperactive" training where people aren't given time to reflect and think. You don't need to go to extremes and get people charging around in non-stop motion for fear that, if you let them sit down, they'll immediately fall asleep.

You just need to avoid letting things settle into such a predictable routine that there's no challenge, no sense of anticipation, no surprise, no change. If all they're doing is listening to the sound of your voice and watching slides (or flipchart sheets) slowly flick past, that's when you're likely to be in trouble.

Remember – you need to make what's happening outside their heads more interesting than what's happening inside!

Source: <http://alanmatthewstraining.com>

*An amazing thing, the human brain. Capable of understanding incredibly complex and intricate concepts. Yet at times unable to recognize the obvious and simple.*

-Jay Abraham



**GIRL SCOUTS OF THE PHILIPPINES**

# Conflict Styles Survey

Below are proverbs that reflect conflict strategies. As you read each proverb, ask yourself: "How desirable is this strategy as a method for resolving conflict?" Use the following scale to rate the desirability of each statement below.

1
2
3
4
5  
*completely*
*undesirable*
*neither desirable*
*desirable*
*very*  
*undesirable*
*nor undesirable*
*desirable*
*desirable*

- \_\_\_\_\_ 1. You scratch my back; I'll scratch yours.
- \_\_\_\_\_ 2. When two quarrel, he who keeps silent first is the most praiseworthy.
- \_\_\_\_\_ 3. Soft words win hard hearts.
- \_\_\_\_\_ 4. A person who will not flee will make his foe flee.
- \_\_\_\_\_ 5. Come and let us reason together.
- \_\_\_\_\_ 6. It is easier to refrain than to retreat from a quarrel.
- \_\_\_\_\_ 7. Half a loaf is better than none.
- \_\_\_\_\_ 8. A question must be answered by knowledge, not by numbers, if it's to have a right decision.
- \_\_\_\_\_ 9. When someone hits you with a stone, hit him with a piece of cotton.
- \_\_\_\_\_ 10. The arguments of the strongest always have the most weight.
- \_\_\_\_\_ 11. By digging and digging, the truth is discovered.
- \_\_\_\_\_ 12. Smooth words make smooth ways.
- \_\_\_\_\_ 13. If you cannot make a man think as you do, make him do as you do.
- \_\_\_\_\_ 14. He who fights and runs away lives to fight another day.
- \_\_\_\_\_ 15. A fair exchange brings no quarrel.
- \_\_\_\_\_ 16. Might overcomes right.
- \_\_\_\_\_ 17. Tit for Tat is fair play.
- \_\_\_\_\_ 18. Kind words are worth much and cost little.
- \_\_\_\_\_ 19. Seek 'til you find, and you'll not lose your labor.
- \_\_\_\_\_ 20. Kill your enemies with kindness.
- \_\_\_\_\_ 21. He loses least in a quarrel who keeps his tongue in cheek.
- \_\_\_\_\_ 22. Try, and trust will move mountains.
- \_\_\_\_\_ 23. Put your foot down where you mean to stand.
- \_\_\_\_\_ 24. One gift for another makes good friends.
- \_\_\_\_\_ 25. Don't stir up a hornet's nest.



**Transfer your rating numbers to the blanks below.**

**The numbers correspond to the proverb numbers. Get the total for each column.**

5	_____	4	_____	1	_____	2	_____	3	_____
8	_____	10	_____	7	_____	6	_____	12	_____
11	_____	13	_____	15	_____	9	_____	18	_____
19	_____	16	_____	17	_____	14	_____	20	_____
22	_____	23	_____	24	_____	21	_____	25	_____

**TOTAL:**

_____	_____	_____	_____	_____
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>	<b>Column 5</b>

**Each of the above columns contains statements that reflect the following conflict styles.**

- Column 1** = Confronting; Win-Win Problem Solving; Assertive
- Column 2** = Forcing; Aggressive
- Column 3** = Compromising
- Column 4** = Avoiding; Withdrawing; Non-Assertive
- Column 5** = Smoothing; Accommodating

Source: <http://conflict911.com>

# Conflict Resolution

**Confronting** is also described as problem solving, integrating, collaborating or win-win style. It involves the conflicting parties meeting face-to-face and collaborating to reach an agreement that satisfies the concerns of both parties. This style involves open and direct communication which should lead the way to solving the problem.

## Confronting should be used when:

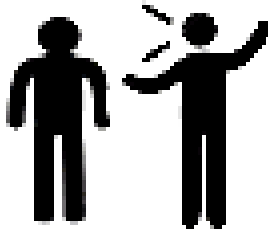
- Both parties need to win.
- You want to decrease cost.
- You want to create a common power base.
- Skills are complementary.
- Time is sufficient.
- Trust is present.
- Learning is the ultimate goal.



**Forcing** is also known as competing, controlling, or dominating style. Forcing occurs when one party goes all out to win its position while ignoring the needs and concerns of the other party. As the intensity of a conflict increases, the tendency for a forced conflict is more likely. This results in a win-lose situation where one party wins at the expense of the other party.

## Forcing should be used when:

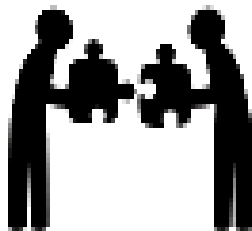
- A “do or die” situation is present.
- Stakes are high.
- Important principles are at stake
- Relationship among parties is not important.
- A quick decision must be made.



**Compromising** is also described as a “give and take” style. Conflicting parties bargain to reach a mutually acceptable solution. Both parties give up something in order to reach a decision and leave with some degree of satisfaction.

## Compromising should be used when:

- You want to maintain the relationship among the involved parties.
- Both parties need to win.
- You are in a deadlock.
- Time is not sufficient.
- You will get nothing if you do not compromise.
- Stakes are moderate.



**Avoiding** is also described as withdrawal style. This approach is viewed as postponing an issue for later or withdrawing from the situation altogether. It is regarded as a temporary solution because the problem and conflict continue to reoccur over and over again.

## Avoiding should be used when:

- You want to maintain neutrality or reputation.
- You cannot win.
- Stakes are low.
- Stakes are high, but you are not prepared.
- You want to gain time.
- You think problem will go away.
- You win by delaying.



**Smoothing** is also referred to as accommodating or obliging style. In this approach, the areas of agreement are emphasized and the areas of disagreement are downplayed. Conflicts are not always resolved in the smoothing mode. A party may sacrifice its own concerns or goals in order to satisfy the concerns or goals of the other party.

## Smoothing should be used when:

- Goal to be reached is overarching.
- You want to create obligation for a trade-off at a later time.
- Stakes are low.
- Liability is limited.
- Any solution is adequate.
- You want to be harmonious and create good will.
- You would lose anyway.
- You want to gain time.



Researchers examined the impact of the conflict resolution styles used by individuals in shaping their work environment and affecting the level of ongoing conflict and stress. Results of the study showed that individuals who use a certain style to respond to conflicts can create environments with varied degrees of conflicts.

Individuals who use more of a confronting style create an environment with lower levels of task conflict, which reduces relationship conflict and stress. Whereas, individuals who use more of the forcing or avoiding styles tend to create an environment with more task conflict, which increases relationship conflict and stress. The study suggests conflict develops not only in environmental circumstances but in the styles used by individuals when confronted with a conflict.

Source: <https://projectmanagementpeter.wordpress.com>

# 33 NONVERBAL COMMUNICATION TIPS

- 1 Be aware. Studies show that body language accounts for between 50 to 70% of all communication.
- 2 "When making a formal presentation, move then pause. Human beings are drawn to movement."
- 3 Take a cue from Oprah: steeple your fingers. "Put fingertips to fingertips to increase your authority."
- 4 During conversations, mirror. Casually match the mannerisms of the other person to signal a connection.
- 5 Nod in sets of three to show interest in a comment. Nod only once to signal the end of an interaction.
- 6 Be sincere. Don't immediately smile when you greet someone. Pause and look at their face, then smile.
- 7 Research shows that presenters who use hand gestures are more effective than speakers who don't use their hands.
- 8 Use your eyes. Most people will focus 43% of their attention on your eyes during interactions.
- 9 Be open. Studies show that leaders with open body language are more persuasive.
- 10 Master "proxemics," the science of personal space. Stand 4 feet away from others to gauge space preferences.
- 11 For a burst of bravado, raise your chin. Use sparingly though; this pose can communicate arrogance.
- 12 Get organized. Studies show that people who carry more than one item are often judged as forgetful.
- 13 Presenters, don't overdo hand gestures. If people watch your hands more than your face, gesture less.
- 14 Angle your body. Men (more than women) feel confronted if someone stands "squared up" during a conversation.
- 15 Your handshake should be firm, but not crushing, and last no longer than three shakes.
- 16 Nervous mannerisms such as fidgeting communicate a lack of confidence. Breathe slowly to minimize nerves.
- 17 Before a presentation, stand with legs and arms stretched open to boost testosterone and lower cortisol.
- 18 "To encourage collaboration, remove barriers." Don't let objects or your hands block your body.
- 19 Avoid appearing timid; don't keep your hands folded in your lap for the entirety of a meeting.
- 20 Don't stare. Continuous eye contact for ten seconds or longer makes most people uncomfortable.
- 21 Consider multiple cues when interpreting body language. Single gestures aren't accurate indicators.
- 22 Use your head. Tilting your head can express empathy and understanding, or submission.
- 23 Project confidence. Don't block the "three power zones:" the neck dimple, belly button, and groin.
- 24 If someone's torso is angled towards you, but their feet are angled away from you, they likely want to leave.
- 25 During negotiations, keep your feet firmly planted on the ground "to show resolve."
- 26 Encourage collaboration and defuse tension by standing side-by-side, looking in the same direction.
- 27 Beware of blinking too much. Rapid blinking can communicate that you are feeling uncomfortable.
- 28 Take control. If someone enters your office uninvited, stand up to signal busyness.
- 29 Watch the eyes. Pupils involuntarily dilate when someone is interested in something.
- 30 Don't abuse confident stances. If your posture is too alpha, you will not be likable.
- 31 Smile. A genuine smile, also known as a Duchenne smile, is evident by crinkled crow's feet.
- 32 "To read body language accurately, don't think about it." Listen to your gut; don't overanalyze.
- 33 ~~When standing still during a presentation, put your feet shoulder width apart to convey confidence.~~

Source: [www.ethos3.com](http://www.ethos3.com)

*"Language is a more recent technology. Your body language, your eyes, your energy will come through to your audience before you even start speaking."*

- Peter Guber

# ICE BREAKER

## Make a Meal



### Opener/Energizer

Purpose: This activity breaks participants' preoccupations at the start of the training session or after breaks. It also allows participants to network with each other and get comfortable in their learning environment, which increases retention. The opener works well for putting a process in order, categorizing brands or models, or teaching languages.

**Activity Length:** 5-10 Minutes

**Materials:** You'll need pieces of paper with a word printed on each of them: for example, the name of a spice, food or condiment.

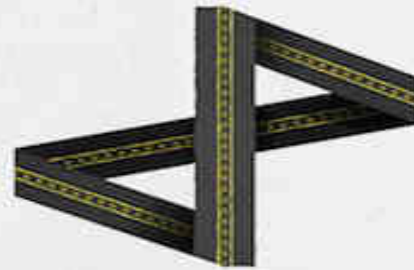
Print a paper with the name of food on them such as carrots, lettuce, spinach, ham, chicken, fried rice, pepper, salt, olive oil, Italian seasoning, etc. Then cut out each word from the paper. When you're done, you should have several strips of paper with only one word printed on them. Place a stack of the paper strips on each table and make sure you have enough for each participant.

### Instructions:

1. Tell your participants to take a strip from the stack of papers you left at their tables.
2. Ask participants to leave their seats and group together with others to make a fictional meal from the names of the foods on their slips. If you want the groups to be even numbered, put a restriction on the number of food items per group. Remember to instruct your participants to make a meal that makes sense. For example, spinach, lettuce and salad dressing could make a meal, but not pepper, salt and Italian seasoning.
3. Once the participants have formed their groups, have them share the fictional meals they created with the class.
4. After the participants shared, tell them to get together with their new group members. The new group can then be used for future classroom activities.

Variations: This activity can be used as an energizer or revisiter to get groups of participants to order steps in a process. It can also be used as an energizer or revisiter to get groups of participants to categorize different brands and models that belong in the same group.

Source: [www.bobpikegroup.com](http://www.bobpikegroup.com)



Article by Scott Schwertly

SOME OF MY  
FAVORITE  
POWERPOINT  
SHORTCUTS

Shortcuts. They are one of my life's most beautiful things. Whether it be backroads, organizational hacks, or even PowerPoint tips, they make life so much easier. If you are looking to save a few precious minutes the next time you present, I have gathered a few of my favorite PowerPoint shortcuts.

### THE NEED // HOW TO MAKE IT HAPPEN

Blank screen // **Press B**

White screen // **Press W**

Go to a slide number // **Press number + ENTER**

End a presentation // **Press ESC**

Set new timings while rehearsing // **Press T**

Stop or restart an automatic presentation // **Press S**

View all the slides dialog box // **Press CTRL + S**

View the computer task bar // **Press CTRL + T**

With these shortcuts, I've seen 3 benefits:

#### **Speed**

In today's busy world, time is everyone's most precious asset. If you can save a few seconds here or a minute there, then take advantage of those opportunities. I'll give you an example outside of PowerPoint. Would you rather take your mouse and select all 7 pages of your content in Word or simply hit CTRL A?

#### **Health**

All of the mouse work required to do the above time and time again will eventually create its wear and tear on your hands and wrists over many years. Reduce your mouse usage.

#### **Coolness**

Let's be honest. You always look at your colleague in amazement when he or she is utilizing all of their keyboard shortcuts. It's almost as if Elton John is sitting at the keyboard. In all seriousness, keyboard shortcuts are the small things in life that separate the pros from the amateurs. You'll look that much more polished as people watch you do your thing!

Source: <https://blog.slideshare.net>



## HEALTH ALERT!!!

# 6 FOODS TO FIX YOUR MOOD

If you want your comfort food to be comforting in the *right* way, here are a few pro tricks from Shawn Talbott, Ph.D., a nutritional biochemist at Harvard and author of *The Secret of Vigor—How to: Overcome Burnout, Restore Biochemical Balance, and Reclaim Your Natural Energy*.

### If You're Feeling: ANGRY



**Eat:** Nuts, especially almonds and walnuts, contain lignans and healthy fatty acids that together can induce a mild relaxation effect, Talbott explains. Plus, nothing helps take the edge off a hate fest like a satisfying crunch.

### If You're Feeling: SORE



**Eat:** The day after a heavy lifting workout, make sure to add some pineapple to your protein smoothie. The tasty tropical fruit contains the anti-inflammatory enzyme bromelain to help reduce inflammation and control pain and swelling.

### If You're Feeling: TIRED



**Eat:** For days when you need a quick pick-me-up, pop a few tasty grapes. "All types of grapes contain antioxidant compounds called OPCs (oligomeric proanthocyanidins), which improve mental and physical energy levels," Talbott says.

### If You're Feeling: ANXIOUS



**Drink:** Just holding a mug of hot green tea can be relaxing, but Talbott explains the drink also contains theanine, an amino acid with proven calming powers.

### If You're Feeling: STRESSED



**Eat:** Time to break out the extra-dark chocolate, doctor's orders! According to Talbott, the good stuff contains theobromine to calm you down and flavonoids to boost your immune system (stress can make you more vulnerable to illness). He even gives the A-OK to skip the 100% bitter variety and go for something tasty as a small amount of sugar can help satiate those sweet cravings brought on by the stress hormone, cortisol.

### If You're Feeling: SAD



**Drink:** Now's the perfect time to get your Starbucks fix. As the aforementioned study showed, going overboard with the coffee is *no bueno*, but to order a small latte with one shot of espresso and one percent milk. The combination of the stimulating 100 milligrams of caffeine, plus the relaxing small peptides (protein chains) in the milk, will help to increase neuron activity in the brain, without overstimulation. He promises it will be just enough to help you get out of a sour mood, but not enough to make you feel jittery and tense.

Source: [www.shape.com](http://www.shape.com)

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## Girl Scouts of the Philippines

Training Division, National Headquarters  
901 Padre Faura Street, Ermita, Manila, Philippines

For comments and suggestions, email us at [training@girlscouts.org.ph](mailto:training@girlscouts.org.ph)