

Mastering Class

for Chartered Insurance Institute of Nigeria



POISE

Nigeria

...Celebrating 15 years of creating class and branding people

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Group CEO
Poise Nigeria

Poise, Finesse, Prestige, Character

*Class
Finesse
Prestige
Character*



Class is ...

Not scratching your body the way it itches you, or else you

*will draw **blood***

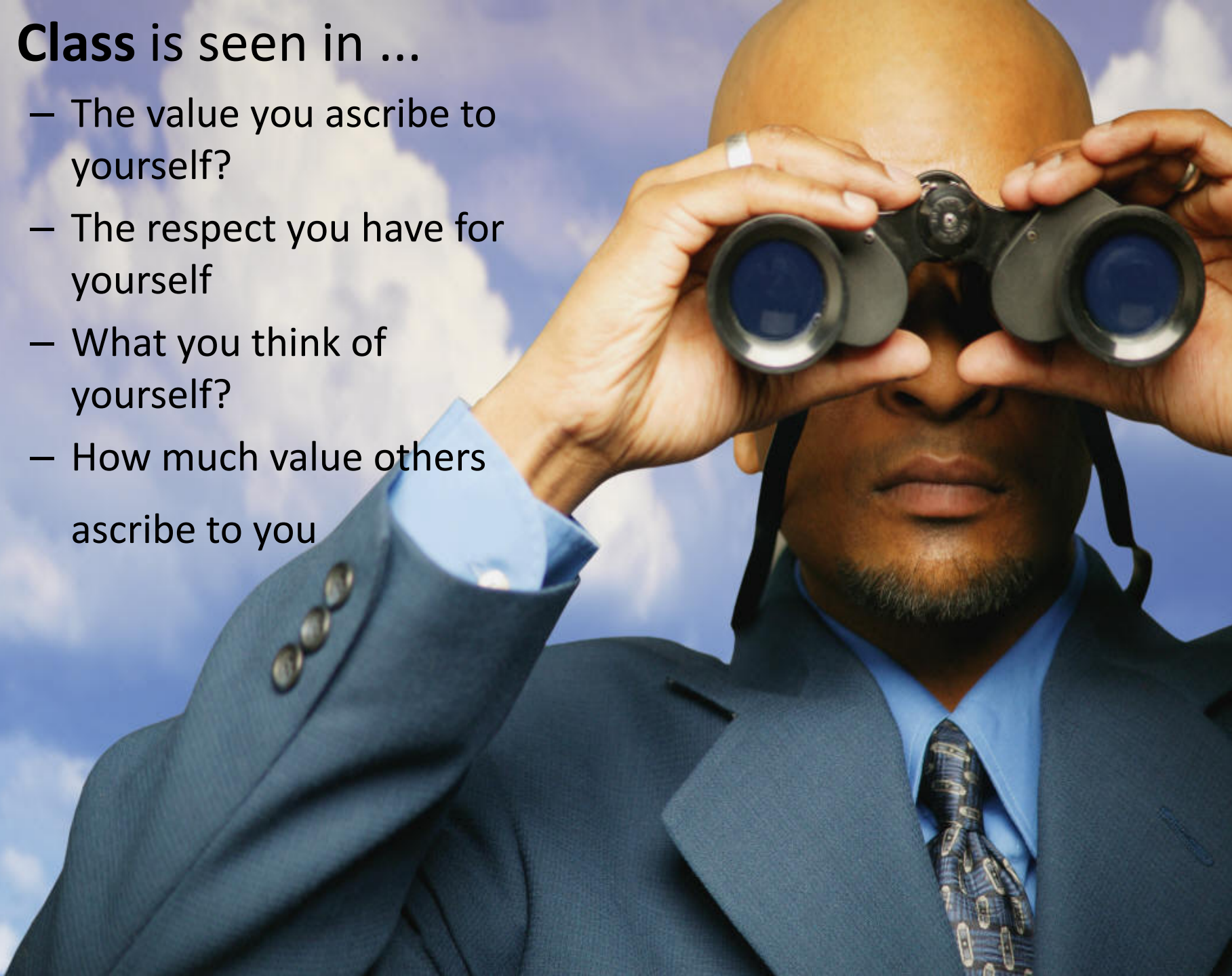
Class...

It is an aura of confidence that is being sure without being cocky. **Class** has nothing to do with money. **Class** never runs scared. It is self-discipline and self-knowledge. It's the sure-footedness that comes with having proved you can meet life. ”

- *Ann Landers*

Class is seen in ...

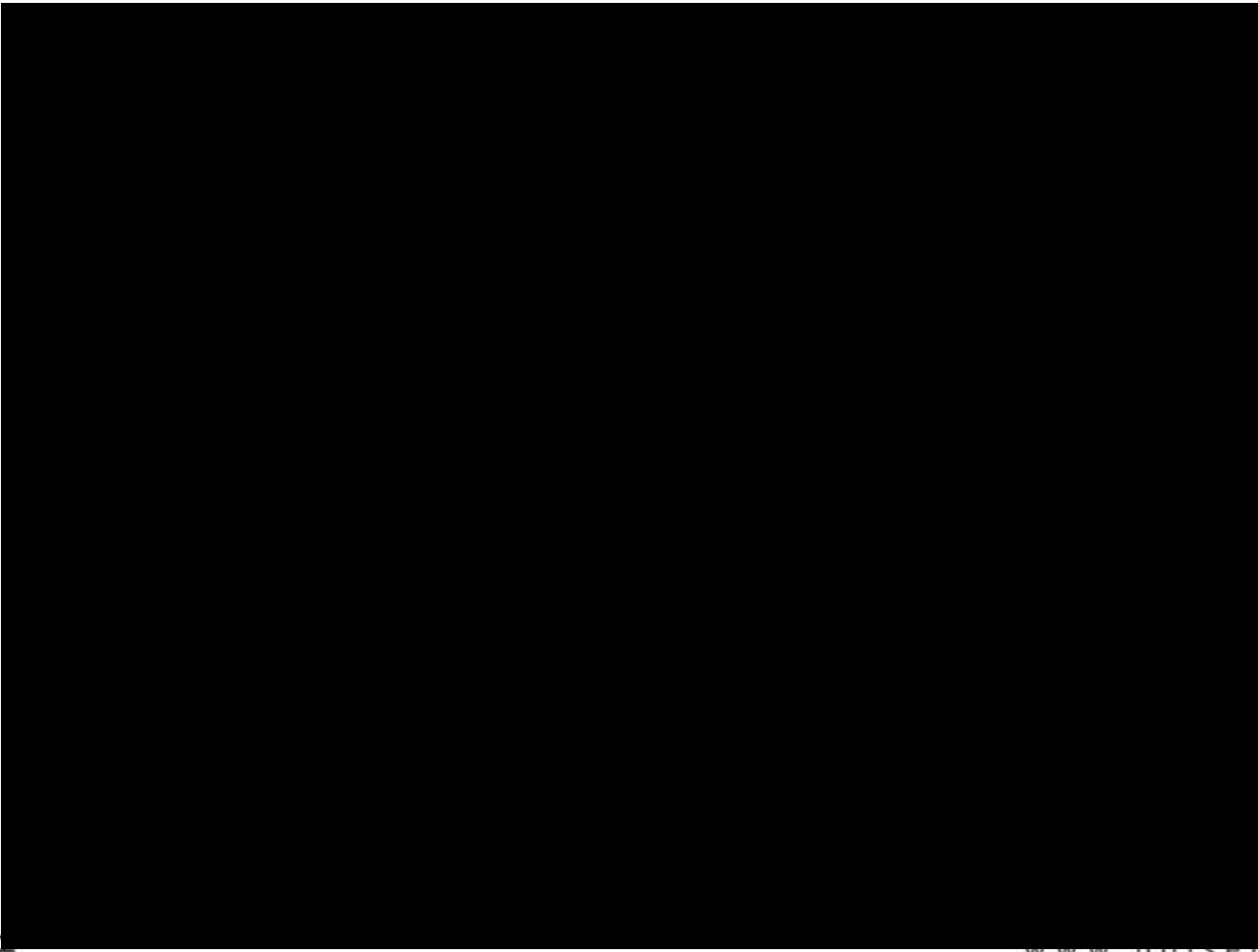
- The value you ascribe to yourself?
- The respect you have for yourself
- What you think of yourself?
- How much value others ascribe to you



People's perception of you
emanate from two areas –



Yo



Values ...

- What is important in life, what is right and wrong ...
 - Past
 - Your upbringing
 - The schools you attended
 - Present condition
 - Self concept
 - How you see yourself

Toxic Behaviour

- **Punctuality**

- Shows your respect for

- Customers
- Colleagues
- The System
- Self

- It is courtesy

- Values
- Good manners

Offensive Physical Acts



Sweaty Armpits



Halitosis

- **Bad Hygiene**
- **Body Odour**
- **Dandruff**
- **Saliva on the corners of the mouth**



Biting fingernails

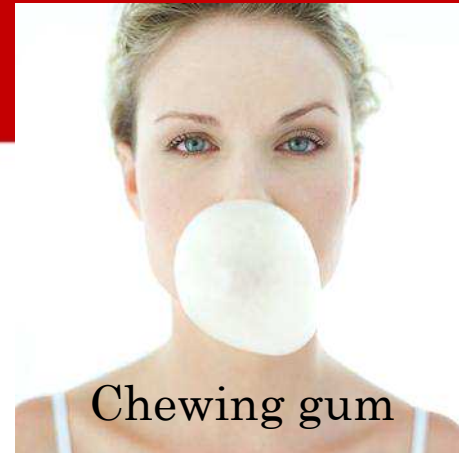


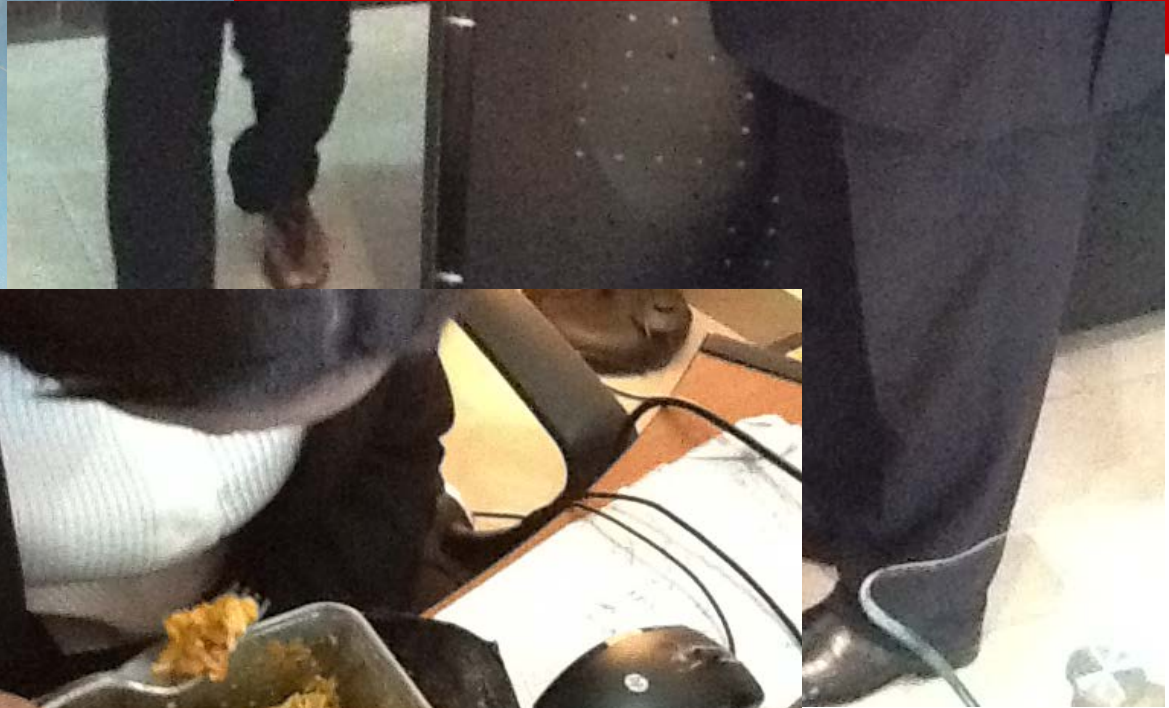
Nose/ear or teeth
picking in public



Cracking
knuckles and joints
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Toxic Acts





Excessive Drinking

- Less Trustworthy
- Unreliable
- Considered not capable

Same with Excessive Joking!

Unappealing Word Usage

Profanity.

- The perception that profanity no longer carries a particular social stigma because it is so commonplace is wrong.
 - ✓ Negative effect on perceived truthfulness of the speaker, especially females.

Use of bad grammar makes you

- Less credible
- Less confident
- Less intelligent
- Receive fewer promotions
- Obtain Lower positions



Toxic Acts

Toilet Manners

- Spraying the seat –
Direct
- Flushing Habits
- Wash hands

Traffic Manners

- Going after siren blowing cars
- Creating multiple lanes after bus (danfo) Drivers
- Insulting/Fighting – in public?
- Disposing trash/Littering the streets

Taboo Topics

- Diarrhoea
 - Menstrual Cycles/Blood
 - Haemorrhoids
 - Phlegm
 - Sexual Functions
 - Gas/Fart
-Save it for the doctor.

Culminating Effects Of Toxicity On You



- It translates into lost productivity.
- People in your workplace avoid you.
- It inevitably stresses you out..



How to rid yourself of Toxic Traits



- Develop yourself
 - Socially
 - Emotionally
 - Situationally



**If you do not develop yourself, life has
a way of rubbing your face in it**

Thank you