



Developing Your Personal Effectiveness

Course Aim

In the pressurised environment of the modern workplace personal effectiveness is essential for success. The key is to take command of your own behaviours, emotions and working practices to ensure you use the right skills when needed most.

This course is for delegates who feel they may not have reached their full potential and are not achieving as much as they can within the workplace. This course aims to provide delegates the opportunity to step back and plan a future which is effective and realistic.

The course aims to provide an understanding of the importance of clarity in relation to roles and responsibilities as well as how to set and achieve realistic goals. Delegates will be provided training in better time management skills, how to stay in control and deal with stress. We also aim to help develop delegate self-confidence, productivity levels, positive communication styles, assertiveness and achievements.

Who Should Attend?

This course is aimed at improving personal effectiveness in areas such as time management, planning, personal organisation and situation management. It is suitable for delegates from a wide range of roles and experiences including service, manufacturing, finance, purchasing, administration and sales.

Course Duration

This is a 1 day course and runs from 9.30am to 4.30pm.

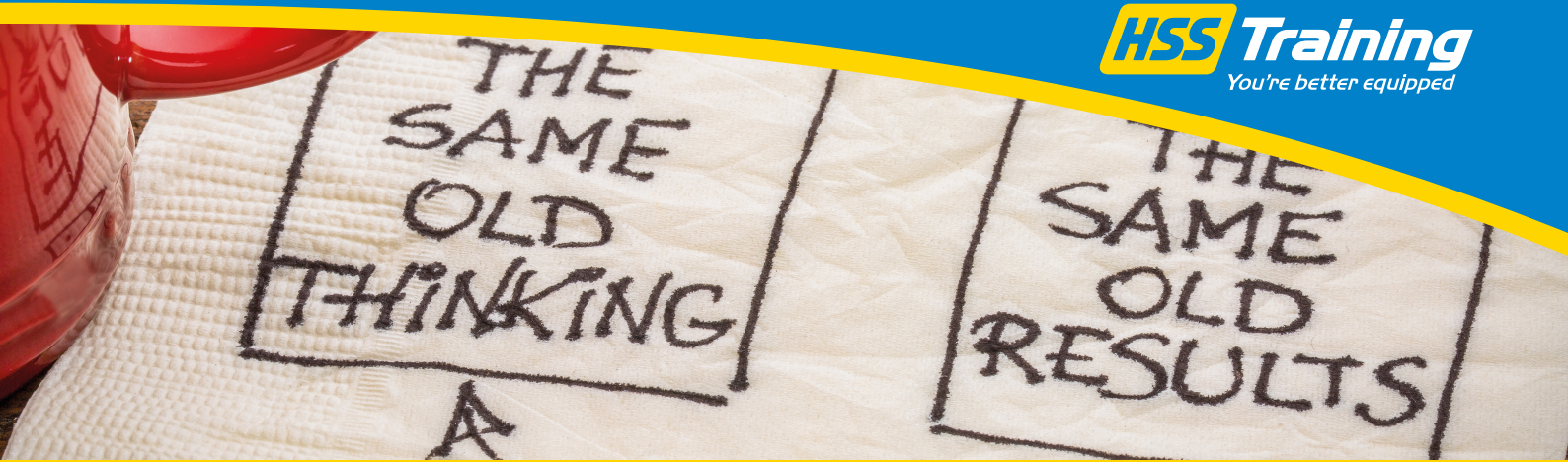
This course runs from a dedicated Central London venue and is also available online.

This course can also be run on your company site.

Certification

Upon successful completion of the course delegates will receive the following:

- A Certificate of Attendance
- Follow up programme notes
- Post programme access to additional materials
- Unlimited post programme access to your Course Leader



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Agenda

This course covers the following:

Time Management

- My time culture
- Defining types of time – business v busyness
- The Pareto principle

Using Time Effectively

- Big Rocks
- The Covey model
- Prioritisation matrix – measuring effort versus impact

Goals and Objectives

- Really effective personal planning
- Supporting team and organisational objectives
- Using technology to best effect – planning productivity

Clarity Matters

- The RACI approach
- Breakdowns of activity and task

Briefings and De-Briefings

- Time saving techniques for meetings and briefings
- Structured de-briefing to improve performance and innovation

Saying no - Developing Assertiveness

- Defining and understanding assertive behaviour and its value
- Saying no confidently without guilt
- Really effective communication skills
- Managing others and managing upwards

Managing Stress

- Recognising the signs of stress
- Utilising the team to best effect
- Becoming specialist
- My own personal action plan