

First Touch Presents

DEVELOPING YOUR PERSONAL EFFECTIVENESS

Essential time management skills to enhance your workplace performance

Is it right for you?

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. If you feel you have not reached your full potential, are not achieving as much as you could or are simply interested in continuing your personal development then this workshop is for you. In a structured way we help you step back and plan a future which is as effective as it is realistic. Suitable for a wide range of roles including service, manufacturing, finance, purchasing, administration and sales

What will you learn?

You will gain real understanding of the importance in providing clarity of roles and responsibilities, plus how you can set and achieve realistic goals. You will learn techniques to better manage your time, stay in control and deal with stress. We will help you develop your self-confidence and show you how to improve your productivity. We work with you to develop positive communication styles, become more assertive and achieve more

Time Management

Our 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
RACI charting
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
Effective communications
Managing upwards

Managing Stress

Recognising the signs of stress
Utilising the team to best effect
Becoming specialist
The moon or the ocean

Exercises and Case Studies

My own personal action plan
Role models and mentors