

Personal Effectiveness

– Managing Priorities & Pressure

This course is a must for all those working in a pressurised and stressful customer contact environment!

The course will help you develop techniques to meet the challenges and pressures of work.

Much more than a time-management course, it will give you the control and skills to perform at optimum level.

This course really can change your working life – it will improve your job satisfaction and all-round effectiveness.

Course Objectives

By the end of the course, delegates will:

- ✓ Understand the relationship between pressure and stress
- ✓ Identify and eliminate unhelpful thinking patterns
- ✓ Develop strategies to manage time and improve personal efficiency
- ✓ Learn to turn pressure into a motivating force
- ✓ Formulate a personal action plan to cope more effectively with pressure and workload

Target Audience

Customer contact personnel who wish to enhance personal performance and cope more effectively with the pressures of a busy customer-facing environment.

Duration

2 days

Content

- Dealing with workplace pressures
- Focusing on the right things
- Setting effective priorities
- Obstacles to effective use of time
- Managing your time
- Overcoming procrastination
- The relationship between pressure and stress
- The *real* causes of stress
- Recognising stress and its effects
- Strategies for dealing with stress
- Being kind to yourself
- Thinking skills that maximise performance
- Personal action planning

Learning Methods

This is a highly participative event. A mixture of trainer's input, lectures and lively discussion will be used.

Using real life experiences, delegates will be able to practise the many skills and techniques taught during the course.

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