Communication and Time Management

The aim of the course is for delegates to **enhance their own personal working style** by introducing a range of practical models. Delegates are given ample opportunity to **practice** the models in the **'safe' training environment** and **receive, constructive feedback from colleagues**.

Variety of training methods are used on the course, including **group discussion, questionnaire analysis, syndicate work, practical demonstrations and 'skill practice'**.

A feature of the programme is the use of a Knowledge/Skill Checklist – a list of the knowledge and skills being developed on the programme.

Objectives

Proficiently use time management as an effective tool for a more productive working day

Set a S.M.A.R.T action plan as a result of the programme

Rate yourselves at the start and finish of the course to establish the extent to which you have benefited from the course

Give you and your line manager, further analysis of your strengths, highlighting any further development needsAudience

This course is **designed for Individuals** who wish to learn practical communication and time management skills to **enhance their productivity**.

Duration

This is **one day Communication and Time Management** course. The course starts at **09:30** and runs until **16:30**. **Alternate timings** can be arranged upon request. The course can be held on a **date that suits you.**

Location

Our **Communication and Time Management** course can be run at **our training venue** near **Liverpool Street (London)** or any preferred location in the **UK or Europe**.

Communication and Time Management Course Outline

Communication Skills

Appreciate the benefits of improved communication skills, and the importance of confidentiality in certain matters

Define their personal behavioural style in business dealings with others

Understand assertiveness, aggressiveness and passivity and identify the differences between the 3 communications styles

Use the 3 steps to assertive behaviour to influence situations

Use the EEC (Example-Effect-Change) model for giving feedback to staff

Time Management

Analyse their present use of time

Apply a structured process to deciding key activities

Appreciate the use of planning tools

Set S.M.A.R.T task based objectives for themselves, and others

Understand the benefits, and pitfalls, of delegation

Know a process in order to effectively delegate tasks to staff, and to apply the process